



# OFFICE OF THE POLICE AND CRIME COMMISSIONER FOR CLEVELAND

Annual Report 2021/22

**STEVE TURNER**

POLICE AND CRIME COMMISSIONER

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# Foreword by Police and Crime Commissioner Steve Turner



I hope that you enjoy reading the 2021/22 Annual Report, which is designed to be a snapshot of the achievements we have made during the 12 months to April 2022. It is impossible to include every small win we've secured, but please be aware that there have been many more than can be contained in one document.

Innovation and change is at the heart of my vision and a number of the notable achievements demonstrate this commitment. Following a thorough search, my proposed appointment of Chief Constable Mark Webster was unanimously supported by the Police and Crime Panel. Mark started in April 2022 and represents the change Cleveland Police needs to improve.

We join just one other force in the country with a ground-breaking, PCC-led complaints system, which was launched just a matter of months after I was elected to my post. The development of our new smartphone app was also a swift undertaking, which aims to enhance the engagement the public have with my office and the force.

After years of the office lobbying for additional funding, the Home Office announced that we will receive £3.5m over the next three years to establish a Violence Reduction Unit. This vital investment – alongside another £1m for more police activity – will play a crucial role in reducing levels of violent crime in Cleveland.

I continue to be firm but fair in my scrutiny of Cleveland Police. My office is doing all it can to prevent crime and divert people away from the criminal justice system – but it is the police who respond to and investigate crime. I will continue to seek assurances from the force's senior leaders over the next financial year on the improvements they need to make.

This report covers less than a year of my time as PCC and we've already achieved so much. I look forward to the next two years and seeing how the change we're implementing now will reap rewards to make Cleveland a safer place to be.

## Statement by Chief Executive and Monitoring Officer Lisa Oldroyd



I'm grateful that you have taken the time to read the Annual Report for 2021/22.

I've been so impressed with the resilience, professionalism and dedication demonstrated by the Commissioner's team during this reporting period. Like other organisations, we have been navigating a post-Covid world and seeking to understand what that means for the policing, community safety and victims landscape we operate in.

In total, the PCC's team brought in over £1.7m in additional funding during the 2021/22 financial year. This money doesn't come easily – it involves long days and late nights writing bids, conducting research and working with our partners to make the best case we can for Cleveland.

You may have seen some of the team featured on our social media channels recently – including a great video for International Women's Day in March. It's important to me that you get to know the talented individuals working within the team and we'll try to raise more awareness of them in the year to come.

Thank you again for your interest in our work.

# IMPORTANT MILESTONES



Home Secretary and Policing Minister visit Cleveland

**JUNE 2021**



PCC invests over £50,000 on violence reduction projects

**SEPTEMBER 2021**



**MAY 2021**

- PCC Steve Turner elected
- Cleveland-wide consultation launched on safety of women and girls



**JULY 2021**

Steve becomes APCC Portfolio Lead for Serious Violence



**OCTOBER 2021**

- Divert project wins national award
- Over £380,000 in Government funding awarded to make central Middlesbrough safer for women

# IMPORTANT MILESTONES



Steve's 10-Point Plan for policing and community safety published

**DECEMBER 2021**

Chief Constable Mark Webster appointed with unanimous support

**FEBRUARY 2022**



**JANUARY 2022**

- PCC appoints local digital studio Alt Labs as app developers
- New complaints model launches, with the OPCC taking primary lead in handling dissatisfaction



**MARCH 2022**

PCC secures £3.5m for Cleveland's Violence Reduction Unit

# BRINGING OFFENDERS TO JUSTICE

**Our aim:** Work with partners from the criminal justice system and beyond to reduce re-offending, increase the use of civil remedies to deter offenders and call for tougher sentences.



## DIVERT scheme wins national award and secures future funding

Cleveland DIVERT is an adult custody diversion scheme which aims to deter first-time or low-level offenders away from crime, by addressing the underlying issues in their lives causing them to offend.

It has been running successfully since 2018 and has received hundreds of referrals, helping 461 people move forward positively with their lives. Just 27 of these people have gone on to commit further offences.



In October 2021, the scheme won the Policing and Adults category of the Howard League for Penal Reform Community Awards. In early 2022, PCC Steve Turner awarded the scheme a further three-year funding deal.



## Re-investment in successful under 18s diversion scheme

The Cleveland Youth Triage service has been delivered by Youth Offending Teams for several years, to address issues affecting young people and prevent them entering the criminal justice system.

Young people who participate in Youth Triage have a re-offending rate which is **HALF that of the re-offending rate for under-18s in the Cleveland area who do not access youth triage**. The service has worked with over 280 young people – **an increase of 22.5%** on the previous year – and provided over 400 interventions.



## Additional investment in restorative justice provision across Cleveland

Local organisation Safer Communities has been successfully delivering the Restorative Cleveland service since 2016, delivering high-quality restorative interventions in a victim-focused manner.

Following a joint procurement process with Probation North East, the service was re-commissioned for a further four years – giving it a slightly higher investment and a long-term future.

The new model of delivery includes the introduction of a court-based worker, which we look forward to monitoring over the coming months.

# GETTING TOUGH ON DRUGS AND GANGS

**Our aim:** Through effective partnership working, ensure more people understand County Lines. Criminals are disrupted and targeted, through mechanisms such as Stop and Search.



## Stop and search being used consistently to disrupt and challenge

A police officer has powers to stop and search individuals if they have 'reasonable grounds' to suspect they're carrying illegal drugs, a weapon, stolen property or something which could be used to commit crime.

The number of stop and searches conducted by Cleveland Police has remained relatively stable during 2021/22, other than a slight drop between May and September 2021.

Of the 6,239 searches conducted, 2,463 had either a positive or linked outcome – meaning officers either found what they were looking for or didn't find that object, but found a different item of concern.



## Crimestoppers project funded to help young people report gang behaviour

PCC Steve Turner invested £10,000 into Crimestoppers' Fearless project, which aims to educate and empower young people by increasing their awareness around crime and criminality. Young people can also pass information on crime to Fearless.org.

Crimestoppers ran a six week social media campaign to raise awareness of the Fearless project amongst young people in the Cleveland area.

- The campaign reached 139,896 young people.
- This resulted in 7,047 clicks, shares or sharing.
- The most successful channel was Snapchat, where they reached 75,700 young people.



# TACKLING ANTISOCIAL BEHAVIOUR HEAD ON

**Our aim:** Reduce antisocial behaviour through positive engagement with young people, enhance reporting mechanisms and better support victims affected by ASB.



## Commissioned youth outreach services in each Cleveland local authority area

PCC Steve Turner invested in four services to deliver Targeted Youth Outreach services across the Cleveland local authority areas for the next three years.

Youth Outreach involves a street-based team of experienced and trained youth workers delivering a range of early intervention, diversionary, education, and positive activities in a specific location.

Each service will receive £37,000 a year to work directly with young people at-risk of committing crime or antisocial behaviour – they are:

- Belle Vue Centre – Hartlepool
- Cornerhouse Project – Stockton-On-Tees
- The Junction – Middlesbrough
- Streetz Team – Redcar and Cleveland



## £30,000 invested in community groups to prevent and reduce levels of ASB

PCC Steve Turner developed a dedicated Antisocial Behaviour Fund, for local charities to bid for funding to develop innovative ideas to reduce levels of ASB in their area.

The fund comes from the Police Property Act Fund (PPAF), which is generated from the sale of found property and from property confiscated by order of court and then sold.

In total, seven local charities received a share of £30,000 and they will deliver projects until the autumn of 2022:

- The 17th Teesside Boys Brigade Company – £1,000
- The Wharton Trust – £5,000
- ASB Youth Reporters (Community Ventures) – £5,000
- Kids Like Us - Complex Needs Mentoring Programme (The Corner House Youth Project in partnership with Barnardos, Cultivate Tees Valley and 'Lads like Us') – £4,839
- Summer social action – youth project (The Shack) – £5,000
- No More Knives secondary schools tour (The Message Trust) – £5,000



# EFFECTIVE POLICING AND CRIMINAL JUSTICE SYSTEM

**Our aim:** Increase confidence in Cleveland Police, particularly amongst victims of crime and members of the public. Cleveland Police achieve higher HMICFRS inspection grading.



## Appointed new Chief Constable with unanimous support from the Police and Crime Panel

Following a two-day assessment process, Mark Webster was confirmed as the new Chief Constable of Cleveland Police in February 2022.

Mark was selected following a rigorous recruitment process, developed in partnership with the College of Policing - the national centre of excellence for police leadership and recruitment.

Mark took up his post in April 2022.



## In-depth scrutiny of Cleveland Police's improvement plans

In December 2021 we published the PCC's Scrutiny Handbook, which sets out how the PCC will challenge Cleveland Police in a firm but fair manner, with the expectation that meetings with senior leaders will be open and honest.

Since his election, the PCC has scrutinised the force on the following topics:

DATE	TOPIC	OUTCOME
July 2021	Staffing and police officers in support roles	PCC partially assured
August 2021	Force Control Room	PCC partially assured
September 2021	Victims	PCC partially assured
	Possession of Weapons	PCC assured
October 2021	Crime Statistics	PCC assured
November 2021	Violence against women and girls	PCC assured
	Public Protection Notices	PCC partially assured
December 2021	Serious Youth Violence	PCC assured
January 2022	Antisocial Behaviour	Not assured
March 2022	Stalking and harassment	PCC partially assured
	Training for new officers and regulation 13	PCC partially assured



## Secured visits from senior Government ministers

PCC Steve Turner has hosted two senior Government leaders on visits to Cleveland during 2021/22.

He welcomed the Policing Minister Kit Malthouse and Home Secretary Priti Patel in two separate visits during June 2021.



# PREVENT, REDUCE AND TACKLE SERIOUS VIOLENCE

**Our aim:** Reduction in the most serious of crimes, including murder, knife crime, firearms offence and assaults. Develop public health approach to reducing violent crime.



## Cleveland receive £3.5m investment to establish Violence Reduction Unit

After years of the OPCC lobbying Government about Cleveland's high levels of violent crime, it was announced in 2022 that Cleveland would receive a three-year investment to establish the area's first Violence Reduction Unit.

Named locally as the Cleveland Unit for the Reduction of Violence – or CURV – it will be responsible for developing a public health approach to reducing violent crime in the area.



## £50,000 investment in Serious Violence Fund for anti-violence projects

In June 2021, Steve announced a £50,000 Serious Violence Fund aimed at local community groups with ideas for violence reduction projects in their area.

Following a bidding process, four organisations were successful in securing a portion of this fund, including:

- The Chris Cave Foundation
- Community Venture's – Boys in Blue
- Crimestoppers Fearless project
- Element 1



## Cleveland Police deliver additional patrols in violence hotspots

In October 2021, Cleveland Police launched a four-month pilot project to deliver additional patrols in some of the force's most violent crime hotspots.

The project was launched following a successful bid to the Home Office by Cleveland Police, which saw a national investment of £389,000 to conduct daily patrols in 56 'micro areas' across Cleveland.



## PCC takes on national roles in tackling serious violence

In July 2021, Steve was selected to take on the Association of Police and Crime Commissioners (APCC) Serious Violence portfolio, which involves him taking part in national conversations about strategies to reduce violent crime.

Steve is also the chair of the Sport, Serious Violence and Youth Crime Prevention Board which explores how sport can play its role in evidencing impact on the reduction of violent crime.

# MORE POLICE ON OUR STREETS

**Our aim:** Increased number of police officers, PCSOs, special constables and police support volunteers. Cleveland Police understand their demand and support their workforce to deliver a high quality service.



## Cleveland Police officer numbers at highest levels since 2013

As a result of Government targets to increase the number of police officers nationally by 20,000 – Cleveland has been able to recruit over 200 officers since March 2019.

As of March 2022, Cleveland Police had 1,451 police officers in employment – the highest levels for nine years. This gives Cleveland the fifth highest number of police officers per population in the country.

As of March 2022, Cleveland Police have:



## Recruitment underway to boost numbers within the Special Constabulary

PCC Steve Turner remains supportive and engaged with the work of the Special Constabulary – Cleveland Police's unit of volunteer police officers.

He is supporting their ongoing recruitment campaigns to increase the number of special constables from the March 2022 level of 54.



Steve has spent time on patrol with Medicar – an innovative collaboration between the North East Ambulance Service and Cleveland Police. The scheme aims to reduce demand on the two organisations by providing a timely response to incidents where both services are required.



## Reports regularly published to track Cleveland Police's performance

As part of new responsibilities placed on Police and Crime Commissioners, we now publish quarterly reports into how Cleveland Police are performing against key measures.

This report includes is published here: [Police Performance – Cleveland Police and Crime Commissioner \(pcc.police.uk\)](https://pcc.police.uk).

# TACKLING VIOLENCE AGAINST WOMEN AND GIRLS



**Our aim:** Victims in Cleveland have access to the vital support they need. Victims feel satisfied with the service they receive from Cleveland Police and have confidence to report.



## Cleveland-wide survey reveals fears of women and girls around safety

Shortly after Steve's election in May 2021, the Government announced that they would be offering a third round of Safer Streets funding – specifically aimed at increasing feelings of safety amongst women and girls.

To help inform our bid to this fund, we launched a Cleveland-wide consultation to understand more about how women and girls felt about their safety in public spaces. Over 1,200 people took part in the consultation and the results told us:



81.2% of respondents felt unsafe



35.5% had experienced sexual harassment, assault or rape



12% had reported serious incidents to the police

Respondents felt most unsafe in town centre locations after dark, closely followed by residential areas at night. Parks were highlighted as a concern, with many respondents stating that they felt unsafe when exercising and where there was poor lighting.

**"[IT'S] ALMOST EXPECTED THAT AS A WOMAN THESE THINGS HAPPEN" - SURVEY RESPONDENT**



## Significant investment made to increase feelings of safety in Middlesbrough

Following this survey, we were delighted to secure £381,771 from the Government to make the Newport and Central areas of Middlesbrough safer for women and girls.

This investment included:

- Recruitment of a dedicated Independent Domestic Violence Advisor for victims of stalking and harassment
- Ask Me Ambassador training to increase knowledge of domestic abuse among professionals/communities
- Installation of additional CCTV and lighting in key hotspot areas
- Awareness campaign by Crimestoppers to encourage people to report
- Safety stalls, equipment and training delivered for students and staff at Teesside University

# BUILDING CONFIDENCE IN OUR COMMUNITIES

**Our aim:** Improved public confidence, through an enhanced police complaints model. Ensure openness and transparency remains at the heart of policing in Cleveland.



## Established enhanced police complaints model

Following a review conducted during 2021, it was agreed that Cleveland OPCC would take on the greatest level of responsibility for the initial handling of complaints and dissatisfaction about Cleveland Police.

Only used in one other area of the country, this model required the introduction of a new, independent team of advisers to resolve public complaints and queries at the earliest possible stage.

The Resolution Team started operating in January 2022, using a customer-service focused approach to address concerns in a timely and effective manner.

## Reviews

The OPCC is also responsible for handling reviews of the most serious complaints handled by Cleveland Police, where an individual feels their complaint was not handled properly.

The 2021/22 data about these reviews can be found below:

<b>Total reviews completed</b>	<b>83</b>
<b>Upheld</b>	<b>10</b>
<b>Not upheld</b>	<b>68</b>
<b>No further action</b>	<b>3</b>
<b>Subjudice (part of ongoing investigations)</b>	<b>2</b>



## Unannounced custody visits continue despite Covid challenges

Despite 2021/22 being another difficult year due to Covid restrictions and the impact of illness, Independent Custody Visitors made 14 unannounced visits to custody, speaking with 46 detainees. Their role is to ensure detainees are treated with dignity and respect, with access to all appropriate wellbeing measures. There were many areas of good practice that were highlighted by ICVs including the following:

- *"Excellent visit, visited Covid cells - all very good and clean."*
- *"Religious texts stored appropriately, cells were clean and had been cleaned prior to detainee going inside."*

Areas for improvement identified:

- *"One observation about lack of hand sanitiser and staff not wearing masks correctly and this was rectified"*
- *"Issue of some staff not understanding the role of custody visitors, this was addressed by the Custody Inspector."*

# EFFECTIVE, QUALITY SUPPORT FOR VICTIMS AND WITNESSES OF CRIME

**Our aim:** High-quality victim services are available for victims and witnesses of crime, with specialist provision for domestic abuse and sexual violence.



**Support for over 2,800 victims of crime and/or antisocial behaviour**

Victim Care and Advice Service (VCAS) has continued to deliver free, confidential advice and support to victims of crime and/or antisocial behaviour in Cleveland. During 2021/22 Safer Communities, who deliver the service, have been re-commissioned for a further three years following a recent procurement process.

Between April 2021 and March 2022, the below activity has been undertaken by the team at VCAS:

1,658

Full victim needs assessments

1,158

Victim sessions provided via telephone

2,816

Victims supported

During 2021/22 the office commissioned an independent Victim Needs Assessment in order to gain a clear understanding of local need and to assist with future planning. The report was published in July 2022 and provided some solid recommendations to inform service delivery and re-design from April 2022 onwards.

**"VCAS helped me change my way of thinking. I now look at the positive things and appreciate my family more. You stopped me from taking my own life, for that I will be truly thankful" - Victim supported by VCAS**



**£500,000 investment funds twelve additional domestic abuse and sexual violence experts**

In early 2021, the Commissioner's office was successful in securing an additional £880,000 over two years from the Ministry of Justice to increase the number of Independent Domestic Violence Advisors (IDVAs) and Independent Sexual Violence Advisors (ISVAs) across Cleveland.

The fund was used to recruit to an additional 12.6 posts, with new innovations such as placing IDVAs in health settings, with specialist mental health training or to assist rural communities.

**The role of an IDVA or ISVA is to develop a trusting relationship with the victim and to assist them in navigating the criminal justice system. They do not provide legal advice, but help a victim with everything they need to feel safe and rebuild their lives.**

# USE TECHNOLOGY TO COMBAT CRIME

**Our aim:** Using technology to increase operational capability and efficiencies, keep track of prolific offenders and engage with communities.



## Cleveland's first app for engaging with police and PCC developed

One of the first objectives of the PCC's team following Steve's election was developing a smartphone application, which would allow members of the public an alternative method to engage with Cleveland Police and the PCC's office.

The app also needed to direct non-policing matters away from Cleveland Police's Control Room, who receive additional calls for issues that are the responsibility of other agencies – such as nuisance noise, fly-tipping or dog fouling.



In January 2022, local digital studio Alt Labs were successful in securing the contract to develop the app and development work began immediately. Cleveland Police were involved in development sessions and the PCC has personally briefed senior leaders on the impact the app will have.

The app has been developed on budget and is due to launch before the end of summer 2022.



## Cleveland Police's use of drones continues to increase

Steve has been vocal about the use of digital technology in detecting, preventing and investigating crime. Cleveland Police's drone provision has continued to play an important role in assisting officers to identify perpetrators and locating vulnerable missing people.

During 2021/22:

**738 DRONE DEPLOYMENTS**

The number of drone deployment has steadily increased during 2021-22. The final three months of the financial year saw a 64 per cent increase in deployments compared to the first three months.



**18 DRONE PILOTS**

This number has remained static throughout the year – with drone pilots located within various department across Cleveland Police, including within the Special Constabulary.



# POLICE AND CRIME PLAN PERFORMANCE

# BUILD CONFIDENCE AND PUT THE PRIDE BACK INTO CLEVELAND POLICE

## Public Access to Services

Key Performance Indicators (KPIs)	2020/2021	2021/22
<i>Public Access to Services</i>		
Number of 999 calls received	89,142	106,134
% 999 calls answered within 10 seconds	81.3%	82.50%
Average call wait time for a 999 call (seconds)	7.45	5.8
Number of non 999 calls received	228,129	230,658
% of non 999 calls answered within 2 minutes	66.2%	62.30%
Average call wait time for a non 999 call (seconds)	106	134.175

### Emergency 999 calls

During 2021/22 there were **106,134 999 calls** made to Cleveland Police. When compared to the previous year, this is an **overall increase of 19.1%** in demand placed on the Force Control Room for 999 calls.

The number of 999 calls answered within 10 seconds has increased during 2021/22 and at the end of the year **82.5% of 999 calls were answered within this timeframe.**

These statistics are subsequently reflected in the recent national league tables released by the Home Office, which Cleveland were positioned **seventh fastest to answer 999 calls** between November and April 2022.

The average length of time it takes to answer a 999 call has also reduced over the last 12 months. The average answering time **is now 5.8 seconds** on average, down from 7.45 seconds during 2020/21.

### Non-emergency calls (101)

During 2021/22 there were **230,658 non-999 calls received by Cleveland Police.** When compared to the previous year, this represents a **small 1.1% increase in demand for non-999 calls** entering the Force Control Room.

There has been a **3.9% reduction** in the number of non-999 calls being answered within the desired two minutes. 62.3% of non-999 calls were answered within this time frame during 2021/22.

**The average wait time for a non-999 call** for 2021/22 was **134.1 seconds**, up from 106 seconds during the period year.

The PCC will continue to scrutinise control room performance at least once per year to monitor the force's ongoing programme of improvements - including the time it takes to answer both 999 and 101 calls.



# BUILD CONFIDENCE AND PUT THE PRIDE BACK INTO CLEVELAND POLICE

POLICE AND CRIME COMMISSIONER FOR CLEVELAND

## Policing Resources in Cleveland

Key Performance Indicators (KPIs)	2020/2021	2021/2022
<i>Policing Resources in Cleveland</i>		
Number of Police Officers (Headcount)	1,431	1,461
Number of Police Community Support Officers (Headcount)	97	109
Number of Specialist Constabulary Officers (Headcount)	69	58

## Ethical Behaviour (Complaints)

I previously reported that my office became one of the first in the country to take on the initial handling of complaints about the service provided by Cleveland Police; acting as a single point of contact for members of the public who wish to express dissatisfaction against the force.

As a result of the introduction of my new Resolution Team which officially launched on 31 January 2022, we are seeking to improve reporting in relation to police complaints to ensure meaningful data is analysed and provided in the future.

Early indications show that between the new service launching on 31 January 2022 to 31 May 2022, 675 expressions of dissatisfaction were received and logged by the new Resolution team.

The PCC's new Resolution team have dealt with the following during this time period:



# BUILD CONFIDENCE AND PUT THE PRIDE BACK INTO CLEVELAND POLICE

## Public Confidence

Key Performance Indicators (KPIs)	2020/2021	2021/2022
<i>Public Confidence</i>		
% of people who have confidence in the police in Cleveland	68.90%	65.00%
% of people who think the police understand the issues that affect local communities	67.10%	40.00%
% of people who think the police are dealing with the things that matter to local communities	54.50%	30.00%

Overall, the Local Communities Survey conducted by Cleveland Police shows a reduction against the below measures from December 2020 to July 2021:

- Confidence in the police in their area;
- Police understanding the issues that affect communities;
- Police deal with things that matter in local communities.

During the July 2021 survey, **65.0% of respondents said they had confidence in their local police**, however this still means 35.0% of respondents do not have confidence in their local police. The level of confidence in Cleveland Police **has reduced by 12%** compared to December 2020.

Likewise, only 40% of the individuals surveyed felt that the Police understood the issues that affect their local communities - this has **dropped by 9.0%** from the previous survey.

Only 30.0% believed the Police deal with the things that matter to the local community, **which has reduced by 11%** since the December 2020 survey.

As reported, this data relates back to July 2021 and views towards local policing may have changed since this data was collected.

# BUILD CONFIDENCE AND PUT THE PRIDE BACK INTO CLEVELAND POLICE

## Anti-social Behaviour

Key Performance Indicators (KPIs)	2020/2021	2021/2022
<i>Antisocial Behaviour</i>		
ASB Incidents	33,316	22,168

The 2021/22 period has seen a quarter-on-quarter reduction in the number of reported anti-social behaviour incidents - with an annual total of 22,168. This compares to 2020/21 data where 33,316 incidents were recorded **giving a 33% reduction over 12 months.**

Of the 22,168 incidents recorded during 2021/22, 3,974 were repeat incidents which gives a repeat incident rate of 17.9%.

It is important that agencies across the Cleveland area work together to tackle anti-social behaviour, before it has the chance to escalate and devastate our communities.



# WORK COLLECTIVELY WITH PARTNERS TO REDUCE CRIME, SPECIFICALLY SERIOUS VIOLENCE

## Stop and Search

Key Performance Indicators (KPIs)	2020/2021	2021/2022
<i>Stop and Search</i>		
Number of stop and search carried out	6,350	6,239
Number of stop and search resulting in a positive outcome	1,352	1,393
% of stop and search resulting in positive outcome	21.2%	22.3%
Number of stop and search resulting in a linked outcome	1,106	1,070
% of stop and search resulting in a linked outcome	17.4%	17.1%

During 2021/22, **6,239 stop and searches** were carried out by Cleveland Police. Compared to the previous year, this is **a slight reduction of 1.7%** - or 111 less stop and searches.

However the number of searches resulting in a positive outcome during 2021/22 **has increased slightly** - sitting at **22.3% by March 2022**.

This has remained relatively stable over time and equates to **1,393 stop and searches resulting in a positive outcome** - 41 more than the previous 12 months.



# 6,239

**Stop and searches carried out**

In 2021/22, **1060 stop and searches resulted in a linked outcome**, which equates to 17.1% of all stop and searches resulting in a linked outcome.

A **linked outcome** is where an officer finds what they are looking for - i.e using the relevant powers, officers conduct a search looking for drugs and find drugs upon the person.

A **positive outcome** is where an officer finds something, although not necessarily what the search was originally looking for. For example, officers conduct a search to look for drugs and find a weapon upon the person.

Stop and search data is regularly reported to the Strategic Independent Advisory Group (IAG) for scrutiny purposes.

# WORK COLLECTIVELY WITH PARTNERS TO REDUCE CRIME, SPECIFICALLY SERIOUS VIOLENCE

## Neighbourhood Crime

Key Performance Indicators (KPIs)	2020/2021	2021/2022
<i>Neighbourhood Crime</i>		
Theft from a person	318	383
Robbery	540	712
Residential Burglary	3,008	3,073
Vehicle crime	2,702	3,349
Neighbourhood crime total	6,568	7,517

Neighbourhood crime has been increasing over time in Cleveland. By the end of March 2022, **7,517 neighbourhood crimes** were recorded in Cleveland - **up by almost 1,000** from the previous year.

During early 2022, there was a **large increase in recorded vehicle crime**. This can be seen in the comparative data in the table above, as overall **vehicle crime increased by 23.9%** from 2020/21 and 2021/22.

As a result of this, the PCC chose to focus on Neighbourhood Crime as part of a **recent scrutiny meeting** with senior leaders at Cleveland Police. The PCC put three key queries to the force:

- Information on how the force is tackling the nuisance of off-road motor vehicles.
- Additional information regarding vehicle crime, which is up 24% in the last 12 months and what the force's plans are to address this.
- Can the force outline the key points in relation to their plans to address the key indicators within the performance measures for neighbourhood crime (to include strategic, tactical and operational)?

The force provided the PCC with an informative presentation and **he was assured that they understood the scale** and the required response for communities. However, **the PCC was less assured about the force's targets** and how these would be achieved.

When presented with the rate per 1,000 population, it is clear to see that **Cleveland currently matches the national rate** for neighbourhood crime. Overall, both Cleveland and the national figure for England and Wales suggest the rate of neighbourhood crime **is 11.0 per 1,000 population**.

The main difference between Cleveland and the national figures can be seen in residential burglary, whereby **the rate per 1,000 in Cleveland is at 5.0** but nationally this is lower at 3.0.

# WORK COLLECTIVELY WITH PARTNERS TO REDUCE CRIME, SPECIFICALLY SERIOUS VIOLENCE

## Violent Crime

Key Performance Indicators (KPIs)	2020/2021	2021/2022
<i>Violent Crime</i>		
Violence against a person	24,246	28,094
Homicide	8	8
Death or serious injury caused by illegal driving	15	10
Violence with injury	5,196	6,455
Violence without injury	9,050	10,437
Domestic abuse incident	19,264	19,182
Domestic abuse crimes	12,619	12,898
Domestic abuse repeat victims incident rate (%)	42.7%	39.9%
Stalking and Harassment	9,977	11,248

Violent crime has a serious impact on communities within the Cleveland area; and continues to be a major challenge for Cleveland Police and partners.

When viewing the cumulative totals for 2021/22, it is clear to see that **violence against the person has increased by 15.9%** compared to the previous year. This includes increases in both violence with injury and violence without injury offences.

Cleveland sits well above the national rate for violence against the person, currently having a rate of **48.0 per 1,000 population** and the national figure being much lower at 34.0 per 1,000 population.

When making comparisons between 2020/21 and 2021/22, there were 9,977 stalking and harassment offences recorded in 2020/21 and subsequently there were 11,248 recorded in the preceding year; **this is an overall increase of 12.7% in stalking and harassment.**

The ongoing work to establish **Cleveland Unit for the Reduction of Violence (CURV)** is hoping to have a significant impact on the level of violent crime in Cleveland.

CURV will take a **multi-agency 'whole system approach'** to get upstream of serious violence and to address the root causes of violent behaviour.

# WORK COLLECTIVELY WITH PARTNERS TO REDUCE CRIME, SPECIFICALLY SERIOUS VIOLENCE

## Domestic Abuse

At end of March 2021, Cleveland Police recorded 11,226 domestic abuse related-crimes. **This was an increase of 378 crimes over a 12-month period.**

Over this financial period we regularly monitored the number of victims accessing support services. This **increased over time** and it was also noted that the needs of victims are growing and are more **complex** than previously seen. We will continue to monitor this next year, supporting our local services as best we can.

## Knife Crime

This measure remains under review - although some data is now available, it is not yet enough to map any trend over time. Work remains ongoing though the CURV and with health partners.

Key Performance Indicators (KPIs)	2020/2021	2021/2022
<i>Knife Crime</i>		
Knife crime involving youth (aged between 14-24 at time of offence)	-	153
Hospital admissions of under 25 year old for assault with sharp object	-	-

# MAKE GREATER USE OF TECHNOLOGY THAT CREATES EFFICIENCIES AND SUPPORTS PRODUCTIVITY

## Drones

Key Performance Indicators (KPIs)	2020/2021	2021/2022
<i>Use of Drones</i>		
Number of drone deployments	361	783
Number of drone pilots in force	-	54

The number of drone deployments **has more than doubled** since the previous financial year, with **783 deployments** taking place between April 2021 and March 2022. This is despite the number of pilots within the force remaining static throughout 2021/22.

Deployments of drones are largely spontaneous, focused on protecting vulnerable people and reducing crime and anti-social behaviour.



# MAKE GREATER USE OF TECHNOLOGY THAT CREATES EFFICIENCIES AND SUPPORTS PRODUCTIVITY

## Victim Contact

Key Performance Indicators (KPIs)	2020/2021	2021/2022
<i>Victim Contact</i>		
% of crime victims surveyed who are satisfied with ease of contact	88.60%	88%
Number of online reports received	-	3,484
Number of online reports via Single Online Home from the public relating to incidents	Measurement under development	
Number of online reports via Single Online Home from the public relating to crimes	Measurement under development	

Victims of crime surveyed by Cleveland Police have remained consistently satisfied with the ease of contact they have experienced during 2021/22, with 88.0% of victims of crime being satisfied with this.

Currently the performance indicators in relation to the number of online reports from the public via the Single Online Home are under development and it is hoped that these will be reported on in due course.

Work continues in relation to the development of a mobile phone app which will allow another method for the public to engage with the PCC's office and Cleveland Police.

## Offender Management

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

Monitoring of this remains under development.

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

## Victim Code of Practice

Key Performance Indicators (KPIs)	2020/2021	2021/2022
<i>Victims Code of Practice (VCOP)</i>		
Number of crimes audited by Cleveland Police where VCOP meets required standard	-	817
% of crimes where VCOP meet the required standard (audited)	13.1%	15.75%
% of crimes with and updates VCOP review	71.9%	82.50%
% of victims who discussed and agreed the frequency of updates	-	33.20%
% of victims who received updates as agreed	-	81.30%
VCOP rights compliance measure	Measurement under development	

During 2021/22, **there were 817 crimes** audited by Cleveland Police where the Victims Code of Practice (VCOP) meets the required standards (please note: data only available to February 2022). This equates to **15.75% of all crimes**, and is an increase from the 13.1% of the previous financial year.

**82.5% of crimes had an updated VCOP review** over the course of the year, which is an **increase of over 10%** on the previous 12 months.

**33.2% of victims** discussed and agreed their frequency updates with Cleveland Police, however there is still scope for improvement. Likewise, across the entire period of 2021/22, 81.3% of victims received updates as previously agreed.

Work is currently ongoing through the Criminal Justice Board to monitor adherence to VCOP across all criminal justice partners. It is hoped that this work will assist in the journey of improvement moving forward, to ensure victims receive a high-quality service.

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

## Victim Satisfaction

Key Performance Indicators (KPIs)	2020/2021	2021/2022
<i>Victim Satisfaction</i>		
% of victims satisfied with overall service provided	-	70.70%
% of hate crime victims surveyed who are satisfied with the overall service provided	-	73.60%
% of domestic abuse victims who are satisfied with the overall service provided	91.1%	84.70%
% of domestic abuse victims satisfied with ease of contact	96.2%	91.00%
% of domestic abuse victims satisfied with initial actions taken	87.5%	91.70%
% of domestic abuse victims satisfied with the treatment they received	94.5%	84.60%
% of domestic abuse victims satisfied with the follow up they received	72.8%	69.80%

For 2021/22, **the victim satisfaction rate is currently sitting at 70.7%** - in terms of satisfaction with the overall service provided.

Overall satisfaction for victims of domestic abuse has **decreased by 6.4%** from 2020/21 to 2021/22, with 84.7% of domestic abuse victims being satisfied with the overall service provided. Victims of domestic abuse surveyed still rated the ease of contact, initial actions taken and the treatment they received **in the high 80th percentile.**

The measure which has predominantly remained low throughout 2021/22 **is the follow-up these victims received.** By March 2022, satisfaction with this measure stood at **69.8%** - a **reduction of 3%** on the previous financial year.



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