



Delivery of the Police and Crime Plan

Covering the period up to June 2023

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Introduction from the Police and Crime Commissioner

I am proud to share this report with you which provides a snapshot of progresses made up to June 2023.

This report has a slightly different feel compared to previous reports, showing a greater focus on the services that I commission that support me in delivery of my Police and Crime Plan.

April marks the start of a two-year, match-funding period by my team for the successful Project ADDER.

The Home Office-backed initiative aims to curb the supply of and demand for drugs in Middlesbrough.

This period has also seen some notable successes in reducing reported incidents of antisocial behaviour, which has long been a scourge on our communities.

The period has also seen some notable and continuing successes in control room response times while our unique policing app COPA proving popular with the public with **5,929** downloads recorded by the end of June 2023.

Programmes aimed at preventing people from re-offending – and making them face up to their crimes – are also going from strength to strength.

More young people are being referred to Youth Triage, which aims to steer them away from the Youth Justice system and put their lives on a more positive track.

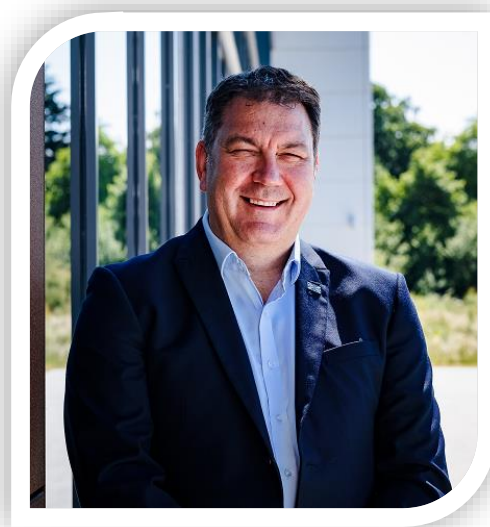
The number of referrals to Restorative Cleveland – our commissioned restorative justice service – have rocketed.

As I go into my final year before next May's election, I am immensely proud of everything we have achieved and continue to achieve as an office.

However, I appreciate that there is still some way to go to make Cleveland a place, where everyone feels safe and there is absolute trust – and confidence – in our police force.

Finally, the team was recently audited in relation to the delivery of the police and crime plan including governance, accountability and tangible progress – and I hope to report positively on this in future reports.

Thanks for reading.



Bringing Offenders to Justice



Links to Strategic Outcome: *‘To build confidence and put the pride back into Cleveland Police’ and ‘to work collectively with partners to reduce crime, specifically serious violence’*

Positive Outcome Rate

Table 1 below shows the total crime positive outcome rate which 12 months ending June 2023 was **10.9%** - this is 0.5 percentage point improvement on the previous 12 months (to June 2022). Although the last 12 months shows an improving picture when looking at the measure over a 3 year period there was a reduction in positive outcomes of -1.3 percentage points.

The table below also shows the positive outcome rate for burglary and violent crime which also show an improving picture over the last 12 months, with a **2.1** percentage point increase and **0.6** percentage point increase respectively. Through my scrutiny approach, I plan to continue to monitor positive outcome rates throughout the remainder of the year to ensure the small trends over the last 12 months continue to improve and sustain.

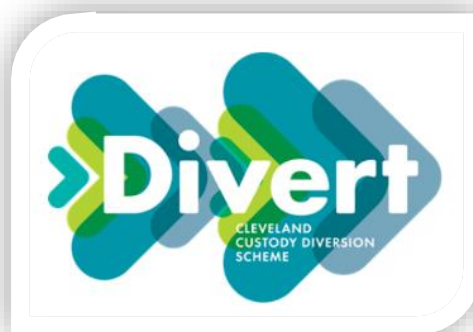
Table 1: Bringing Offenders to Justice

Performance Measures	12 months July 2020 - June 2021	12 months July 2021 - June 2022	Current 12 months July 2022 - June 2023	Direction of Travel (12 months)	% Point Change over previous 12 months	Direction of Travel (over 3 year period)	% Point Change over the three year period
Total Crime Positive Outcome Rate	12.2%	10.4%	10.9%	↑	0.5%	↓	-1.3%
Residential Burglary Positive Outcome Rate	6.3%	5.1%	7.2%	↑	2.1%	↑	0.9%
Violent Crime Positive Outcome Rate	9.6%	8.5%	9.1%	↑	0.6%	↓	-0.5%

Cleveland Divert

Cleveland Divert which is one of my key funded interventions aims to divert individuals who have committed a first-time or low-level offence away from the criminal justice system by addressing the underlying causes of the offending behaviour.

Once an individual admits guilt and shows remorse they are referred to the Divert team. It is at the discretion of the arresting officer to refer the individual to the scheme. Once referred, the individual must sign an agreement stating that they will not re-offend and will take part in a victim awareness course, after which the team assesses the details of the case, contacts the victim for their views and decides if the individual meets the eligibility criteria. When an individual is accepted, the Divert Support Officer (probation staff) will meet with them and complete a full needs assessment that covers: accommodation, education, training and employment, financial management, lifestyle and associates, relationships (including domestic violence), drugs and alcohol, emotional and physical wellbeing, and behaviour and attitudes.



Once the assessment is complete, a bespoke intervention is created and will address any areas of need over the course of up to four months. It can include an offending behaviour session or a victim awareness module.

If individuals do not complete the scheme, they are at risk of being charged for their original offence.

Divert launched in 2018 and **Table 2** below shows performance measures over the last 3 year period.

Table 2: Cleveland Divert

Performance Measures	12 months July 2020 – June 2021	12 months July 2021 – June 2022	12 months July 2022 – June 2023	Direction of Travel (12 months)	% Change over previous 12 months	Direction of Travel (over 3 year period)	% Change over the three year period
Number of referrals	365	425	369	↓	-13.2%	↑	1.1%
Number accepted onto Divert	288	323	244	↓	-24.5%	↓	-15.3%
Number of closed cases	338	369	254	↓	-31.2%	↓	-24.9%
Number of successful completions	247	261	188	↓	-28.0%	↓	-23.9%

The last 12 months has seen a reduction in referrals to Cleveland Divert – this is as a result of a number of reasons including the unification of the Probation Service and changes in the staffing team. However, as Cleveland Police look to increase the number of Out of Court Disposals across the force it is anticipated that numbers will once again begin to increase and ultimately support people from re-offending in the future. To support this the force are developing internal communications to promote suitable referrals and they are working to reduce the number of missed opportunities to refer.

Youth Triage

Youth Triage is a similar concept to Cleveland Divert but for young people aged under 18 years.

Youth Triage aims to reduce the number of first time entrants into the criminal justice system, cut re-offending rates and tackle crime and community safety issues at a local level. I believe everyone deserves a second chance in life and Triage means young people can access it with the help of skilled professionals.

Table 3 below shows the increasing number of referrals made into Youth Triage over a 3 year period (**93.2% increase**). Most of the increases in referrals are attributed to the rising number of violence against the person offences. Working with young people at an early age in their offending behaviour will hopefully prevent them slipping deeper into the criminal justice system.

Table 3: Youth Triage

Performance Measures	12 months July 2020 - June 2021	12 months July 2021 - June 2022	Current 12 months July 2022 - June 2023	Direction of Travel (12 months)	% Change over previous 12 months	Direction of Travel (over 3 year period)	% Change over the three year period
Number of referrals	251	368	485	↑	31.8%	↑	93.2%
Number of closed cases		45	173	N/A	284.4%	N/A	0.0%
Number of successful completions		38	153	N/A	302.6%	N/A	0.0%
Number of interventions delivered	264	519	879	↑	69.4%	↑	233.0%

**Please note, information on case closures was developed from April 2021 onwards.*

Intensive Supervision Court Pilot

In June 2023, I was privileged to support the 'go live' of a pioneering initiative to force offenders to get clean – or face jail time. The Intensive Supervision Court Pilot sees criminals serving community orders for low level offences being closely monitored by Judges. Teesside Crown Court is one of just 3 pilots across England to trial this new approach.

The courts form part of a tough new community sentencing approach to tackle the root causes of offenders' behaviour. They aim to help them change and ultimately to cut re-offending. When an offender is sentenced, the judge will order them to attend regular review meetings. Meetings are to check that offenders are abiding by the requirements of their community sentence. Offenders will also have access to specialist drug and alcohol treatment to help them tackle the substance misuse, which could be a factor in driving their criminality. At the same time, they will receive intensive supervision from the Probation Service. This could include frequent and random drug testing. Offenders on the pilot will also have support accessing education, employment and housing. Failure to engage, continued substance misuse or refusal to attend follow-on meetings with the judge could mean an offender faces increased drug testing or is sent to prison.



Building a brighter future for Cleveland

A key priority that I am keen to focus on in detail over the next 12 months is re-offending.

My blog entitled Building a Brighter Future for Cleveland can be found via the below link. Please have a read to hear about creative ways in which offending can be cut which I am keen to explore with partners through our local Reducing Reoffending Structures.

[PCC Blog: Building a Brighter Future for Cleveland - Cleveland Police and Crime Commissioner](#)

Getting Tough on Drugs and Gangs

Links to Strategic Outcome: 'To build confidence and put the pride back into Cleveland Police' and 'to work collectively with partners to reduce crime, specifically serious violence'



Project ADDER

Project ADDER focuses on co-ordinated law enforcement activity, alongside expanded diversionary programmes (such as Out of Court Disposal orders), using the criminal justice system to divert people away from offending.



During 2023-24, I have committed to supporting Project ADDER through match funding – worth up to £125,000. I have done this to ensure that some of the excellent enforcement activity that has taken place through ADDER can continue and be built on even further.

Table 4, below provides a snapshot of the proactive successes of Project ADDER during the quarter 1 period (April – June 2023) – getting into the heart of the drugs problem – and drug supply – across Middlesbrough.

Table 4: Project ADDER

Performance Measures	Quarter 1 (2023/24)
Number of Heroin seizures	10
Number of "Other Class A" seizures	79
Number of Cannabis seizures	154
Number of "other Class B" seizures	12
Number of Class C seizures	139
Number of crack seizures	40
Total Number of drug seizures	434

Drug Testing on Arrest

Sections 63B and 63C of the Police and Criminal Evidence Act 1984 ("PACE"), provide powers to take a urine or a non-intimate sample (including a sample of oral fluid) to test for the presence of specified Class A drugs, namely heroin and/or cocaine in certain circumstances. The police can test if a person aged 18 or over has been arrested for, or a person aged 14 or over has been charged with, an offence listed as a trigger offence. There are over 20 trigger offences which

includes offences such as theft and misuse of drugs. If there are reasonable grounds that offending behaviour have caused or contributed to the offence – tests can be undertaken with Inspectors authority.

Drug testing on arrest provides an evidence base for interventions to be offered by substance use community teams, supports access to immediate treatment and support and seeks to tackle the root causes of offending behaviour. It also compliments the national 10 year drug strategy – from Harm to Hope of which I am the Senior Responsible Officer for the Cleveland Combatting Drugs Partnership which has responsibility for local delivery of this strategy.

Table 5 below provides information in relation to the number of drug tests on arrest during the quarter 1 period. The table also shows the number of positive results following test – this equates to **68%**.

Table 5: Drug Testing on Arrest

Performance Measures	Quarter 1 (2023/24)
Number of arrestees drug tested on arrest	60
Number of positive results following testing	41

Tackling Anti-Social Behaviour Head on



Links to Strategic Outcome: ‘To build confidence and put the pride back into Cleveland Police’ and ‘to provide high quality support to victims and the most vulnerable that effectively meets their needs’

Antisocial Behaviour Incidents

As shown in **Table 6** below, despite reductions of **14.7%** (3,025 less reported incidents) over the last 12 months and reductions of **36.9%** over a three-year period, antisocial behaviour continues to impact our communities. From nuisance motorbikes, young people causing alarm and distress in public areas to neighbour disputes - reducing levels of antisocial behaviour cannot be achieved by one organisation alone. A multi-layered approach through collaboration is required to make long lasting and sustainable change.

Table 6: Antisocial Behaviour Incidents:

Performance Measure	12 months July 2020 - June 2021	12 months July 2021 - June 2022	Current 12 months July 2022 - June 2023	% Change to Previous 12 months	Direction of Travel (to Previous 12 months)	% Change over the three year period	Direction of Travel (over the three year period)
Antisocial Behaviour (ASB) Incidents	27,810	20,573	17,548	-14.7%	↓	-36.9%	↓

In April 2023, as a result of an increase in the number of reported incidents in and around the Berwick Hills area of Middlesbrough and through direct contact made with myself from local residents, elected officials and organisations raising their concerns - I called an urgent partnership meeting. Utilising the powers available to me under the Crime and Disorder Regulations 2007,



where meetings can be called by Police and Crime Commissioners when there are crime and community safety issues of significant public concern. In addition to this it is also my statutory responsibility to convene local organisations who have responsibilities for community safety – and to act on behalf of residents to seek reassurance that they are doing everything they can to make the area safer.

The meeting involved representatives from agencies including Cleveland Police, Cleveland Fire Brigade, Middlesbrough Council, Youth Justice Team, housing providers and local schools. In addition elected representatives from the area were invited to attend.

The meeting identified that a number of agencies had already been working to prevent incidents in the area – this included support from local residents. The outcome of the meeting was for a multi-agency action plan to be developed with input from everyone with a focus on:

- Proposals for a multi-agency base in the area
- Maximising the use of antisocial behaviour tools and powers to address unruly behaviour

As a result of the positive partnership working, issues and reports from the area began to show a reduction. A multi-agency meeting continues to meet on a regular basis to review progress and monitor community concerns and reporting.



Repeat victims of antisocial behaviour

Similar to antisocial behaviour incidents, Table seven shows a decrease in the number of repeat victims both over the last 12 months (**295 less repeat victims**) and over the last 3 year period (**798 less repeat victims**). The direction of travel in relation to the reduction of repeat victims is welcome, however **962** is still too high. As the funder of victim's services across Cleveland I want to ensure that victims are aware of and accessing and receiving support to help them cope and recover from the impact of the antisocial behaviour they are facing. Not everyone feels they require support from victim support services, but I am keen to ensure that the most vulnerable in our communities do have access and can be supported.

In quarter 1 of 2023/24 the Victim Care and Advice Service (VCAS) supported **83** victims of antisocial behaviour/ harassment / neighbour disputes.

Table 7: Antisocial Behaviour Repeat Victims

National Antisocial Behaviour Action Plan

Performance Measures	12 months July 2020 - June 2021	12 months July 2021 - June 2022	Current 12 months July 2022 - June 2023	% Change to Previous 12 months	Direction of Travel (to Previous 12 months)	% Change over the three year period	Direction of Travel (over the three year period)
Number of ASB Repeat Victims	1,760	1,257	962	-23.5%	↓	-45.3%	↓
Repeat Victim Rate	11.7%	10.7%	9.20%	-1.5%	↔	-2.5%	↔

In late March the government published their Antisocial Behaviour Action Plan which sets out their approach to tackling anti-social behaviour. The action plan confirmed new funding and the launch of pilots across the country in relation to **antisocial behaviour hotspot patrols** and delivery of **immediate justice**.

It was confirmed 10 areas would pilot hotspot patrols and 10 areas would pilot immediate justice. Of the 10 areas identified across the two pilots Cleveland along with Durham, Northumbria and Derbyshire were chosen to pilot both initiatives.

Antisocial Behaviour Hotspot Uniformed Patrols

In Cleveland, we are working with our local authority colleagues to utilise existing and recruit new enforcement officers / neighbourhood wardens within each locally. All areas will sign up to the Community Safety Accreditation Scheme to maximise enforcement capability.

19 hotspot locations have been identified based on police, local authority and fire data. Further information will be provided in future reports as delivery commences and data is collected.

Immediate Justice

The aim of immediate justice is to offer swift reparation that is visible, focussed and community led. In Cleveland the plan is to have two distinct services:

- **Adults 18+** - delivered by Probation Service and utilising the current Out of Court Disposal framework for antisocial behaviour related crime
- **12 – 17 years olds** – delivered by our Youth Justice Teams through a locally tailored approach for lower level antisocial

behaviour linked to AS13s/Acceptable Behaviour Contracts – avoiding up
tariffing

As above further information will be provided on these pilots in future update reports.

Effective Policing and Criminal Justice System

Links to Strategic Outcome: *‘To build confidence and put the pride back into Cleveland Police’, ‘to provide high quality support to victims and the most vulnerable that effectively meets their needs’ and ‘to work collectively with partners to reduce crime, specifically serious violence’*



Access to Police Services

As shown in **table eight** below, over the last 12 months ending June 2023, Cleveland Police have seen a **9%** increase in the number of 999 calls received (9,896 additional calls). Despite the increase in calls the number answered within 10 seconds has continued to improve at **87.3%** which is a **3.3% improvement** on the previous 12 months. This is excellent and I am proud of the work done in the Control Room over the last year to sustain these performance improvements.

In relation to non 999 calls, over the last 12 months Cleveland Police have seen a **1.6%** reduction in the number of calls which equates to 3,679 fewer calls. This follows a national trend which is believed could be linked to the increased offer of digital reporting through Single Online Home and in Cleveland - the COPA app.

Table 8: Access to Police Services

Performance Measures	12 months July 2020 - June 2021	12 months July 2021 - June 2022	Current 12 months July 2022 - June 2023	Volume Change on previous twelve-month period	% Change to Previous 12 months	Direction of Travel (12 months)	% Change over the three year period	Direction of Travel (over the three year period)
Number of 999 calls received	91,691	110,095	119,991	9,896	9.0%	↑	30.9%	↑
% 999 calls answered within 10 seconds	79.7%	84.0%	87.3%		3.3%	↑	7.6%	↑
Average call wait time for a 999 calls (seconds)	8.3	5.4	4.2		-22.2%	↓	-49.4%	↓
Number of non 999 calls received	235,772	227,827	224,148	-3,679	-1.6%	↓	-4.9%	↓

% of non 999 calls answered within 2 minutes	67.3%	62.3%	65.6%		3.4%	↑	-1.6%	↓
Average call wait time for a non 999 call (seconds)	107.7	135.0	123.3		-8.7%	↓	14.5%	↑

Neighbourhood Crime

Neighbourhood Crime continues to show a concerning trend over the last 12-month period which can be seen in table nine below.

As previously reported, Neighbourhood Crime has been a feature on my scrutiny programme on a number of occasions and I have been partially assured that the work the force are doing will impact on these figures. Monthly figures are starting to show small improvements on previous years which I hope will start showing in longer term performance shortly.

Table 9: Neighbourhood Crime

Performance Measures	12 months July 2020 - June 2021	12 months July 2021 - June 2022	Current 12 months July 2022 - June 2023	Volume Change	Direction of Travel (12 months)	% Change over previous 12 months	Direction of Travel (over 3 year period)	% Change over the three year period
Total Recorded Crime	65,388	76,724	83,890	7166	9.3%	↑	28.3%	↑
Theft from person	330	473	529	56	11.8%	↑	60.3%	↑
Robbery	567	799	952	153	19.1%	↑	67.9%	↑
Residential burglary	2,922	3,317	4,136	819	24.7%	↑	41.5%	↑
Vehicle Crime	2,753	3,828	4,314	486	12.7%	↑	56.7%	↑
Neighbourhood Crime Total	6,572	8,417	9,931	1,514	18.0%	↑	51.1%	↑

Case File Quality

Table 10 on the next page shows the number of cases Cleveland Police have submitted to the Crown Prosecution Service (CPS) and have been returned. Cleveland Police have done a lot of work over the last 12 months to improve case file quality which can be seen in the performance table. Despite the really positive improvements there is still a long way to go to achieve further efficiencies through quality case files. I am however, assured Cleveland Police are on the right improvement journey.

Table 10: Case File Quality

Performance Measures	12 months July 2020 - June 2021	12 months July 2021 - June 2022	Current 12 months July 2022 - June 2023	Direction of Travel (12 months)	% Change over previous 12 months	Direction of Travel (over 3 year period)	% Change over the three year period
Number of Case File Rejections	2179	2184	1124	-48.5%	↓	-48.4%	↓
Number of Multiple Case File Rejections	397	886	253	-71.4%	↓	-36.3%	↓

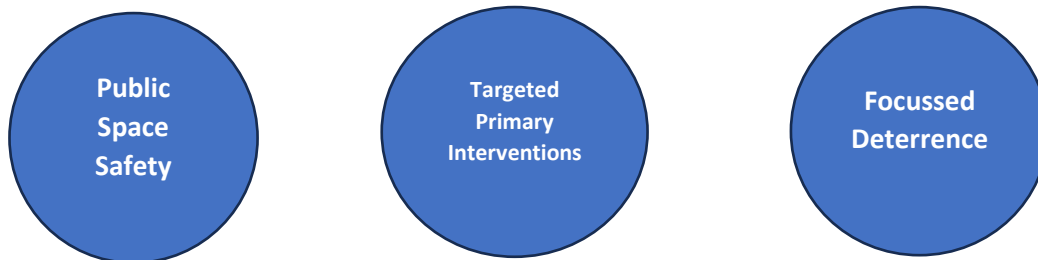
Prevent, Reduce and Tackle Serious Violence



Links to Strategic Outcome: *‘To build confidence and put the pride back into Cleveland Police’ and ‘to work collectively with partners to reduce crime, specifically serious violence’*

Serious Violence

Serious Violence continues to show increases over the last 12 months which can be seen at table 11. Cleveland Unit for the Reduction of Violence (CURV) are imminently launching a tender process to seek bids in relation to the below areas of focus which is aligned to the findings from the strategic needs assessment:



It is hoped through the commissioning of these specific targeted services will (at a minimum):

- Improve access to support services to families concerned about household members being drawn into serious violence, as a victim, witness or perpetrator.
- Enhance resilience of household members to resist being drawn into serious violence.
- Reduction in presence or influence of risk factors (i.e. improved attendance and engagement with education, reduction in risk assessed by social care, reduction in household involvement in criminality, reduction in domestic abuse exposure)
- Increased understanding of effective protective factors which can be used in the targeted areas.

Table 11: Serious Violence

Performance Measures	12 months July 2020 - June 2021	12 months July 2021 - June 2022	Current 12 months July 2022 - June 2023	% Change to Previous 12 months	Direction of Travel (12 months)	% Change over the three year period	Direction of travel over the three year period
Homicides	8	7	15	114.3%	↑	87.5%	↑
NHS Sharps Admissions (total) (from DCP**)	830	940	840	-10.6%	↓	1.2%	↑
NHS Sharps Admissions (U25) (from DCP**)	255	300	265	-11.7%	↓	3.9%	↑
Police recorded knife crime	668	837	901	7.6%	↑	34.9%	↑
Police recorded serious violence offences, all ages	1396	1817	1997	9.9%	↑	43.1%	↑
Police recorded youth related (14-24yrs old, victim or suspect) serious violence offences	482	632	652	3.2%	↑	35.3%	↑
Police recorded knife/sharps enabled serious violence offences	657	818	890	8.8%	↑	35.5%	↑
Police recorded knife/sharps youth related (14-24yrs, victim or suspect) serious violence offences	242	307	344	12.1%	↑	42.1%	↑

**NHS sharps admissions data available only to end of April 2023 and both are from the Digital Crime Performance Pack*

GRIP – Hotspot Patrols

Alongside Violence Reduction Funding that is provided to Police and Crime Commissioners, a number of Police Forces also get funding to provide a combination of both regular visible patrols in the streets and neighbourhoods ('hotspot areas') experiencing the highest volumes of serious violence to suppress violence and provide community reassurance, as well as delivering problem-oriented policing. Problem-oriented policing approaches are bespoke to each micro-location and seek to tackle the local underlying drivers of violent crime – this fund is known as 'GRIP' serious violence programme.

Table 12 below shows the number of patrols conducted through additional GRIP funding and the associated outcomes including:



Table 12: GRIP

Performance Measures	12 months July 2021 - June 2022	Current 12 months July 2022 - June 2023	Direction of Travel (12 months)	% Change over previous 12 months
Number of enforcement patrols conducted	5304	4976	-6.2%	↓
Compliance rate	52%	80%	53.8%	↑
Number of stop and searches conducted	94	413	339.4%	↑
Number of arrests	48	73	52.1%	↑
Number of times cash was seized	1	4	300.0%	↑
Number of weapons seized	2	11	450.0%	↑
Quantities of drugs seized	-	198	0.0%	→
Number of vehicles seized	1	9	800.0%	↑

For Current 12 months July 2022 - June 2023 there is only data from 15th August 2022 to 30th June 2023'

More Police on our Streets

Links to Strategic Outcome: 'To build confidence and put the pride back into Cleveland Police'



Police Officers

As can be seen in table thirteen the number of Police Officers across Cleveland has increased over the last three year period. This means that Cleveland now has the highest number of Police Officers in a decade – this is a brilliant achievement. Cleveland Police exceeded the government's recruitment target of **239** additional police officers, reaching over 260 by the end of March 2023.

Recruitment is a continuing priority for the force over the coming 12 months - and the good news is that we've secured an additional Government investment for even more officers in the next year.

Police Community Support Officers

The last 12 months has seen a reduction in the number of Police Community Support Officers by **-15.1%** (16 less). As well as a general turnover of PCSOs a number have gone on to become full time Police Officers.

Special Constabulary

Disappointingly the number of Special Constables has decreased over the last 3 years with a **-15.1%** decrease over the last 12 months. Despite this the force now have in place a Citizens in Policing co-ordinator who is seeking to drive forward Special Constabulary recruitment over the next 12 months and beyond.

Table 13: Policing Resources in Cleveland (Headcount)

Performance Measures	12 months ending March 2021	12 months ending March 2022	12 months ending March 2023	% Change to Previous 12 months	Direction of Travel (12 months)	% Change over the three year period	Direction of Travel (over the three year period)
Number of Police Officers	1,431	1,450	1,493	3.0%	↑	4.3%	↑
Number of Police Community Support Officers	100	106	90	-15.1%	↓	-10.0%	↓
Number of Special Constabulary Officers	69	54	50	-7.4%	↓	-27.5%	↓

Tackling Violence Against Women and Girls



Links to Strategic Outcome 4: 'To provide high quality services to victims and the most vulnerable that effectively meets their needs'

Domestic Abuse

Table 14 below highlights key performance measures in relation to Domestic Abuse (DA). As you can see the arrest rate in relation to DA in the last 12 months was **40.7%**. This is a slight decrease of **-2.3%** percentage points over the last 12 months and a greater decrease of **-6.7%** over the last 3 years.

Similarly, Cleveland Police has seen an increase in victim withdraws / victims declining support when there is a named suspect identified (764 more in the previous 12 months compared to the previous 12 months last year). This is something that I am keen to work collectively on as a Local Criminal Justice Partnership to understand the reasons for this and also involving our specialist support services to ensure that victims are supported to make the right decisions for them - with full specialist support along the way.

Table 14: Domestic Abuse

Performance Measures	12 months July 2020 - June 2021	12 months July 2021 - June 2022	Current 12 months July 2022 - June 2023	% Change to Previous 12 months	Direction of Travel	% Change over the three year period	Direction of Travel (over the three year period)
Arrest rate	47.4%	43.0%	40.7%	-2.3%	↓	-6.7%	↓
Victim withdraws/ declines support - named suspect identified (outcome 16)	7160	8515	9279	9.0%	↑	29.6%	↑
Outcome 16 rate*	56.3%	65.7%	63.8%	-1.9%	↓	13.3%	↑
Outcome 16 rate (non-DA offences)**	18.1%	19.7%	18.4%	-1.3%	↓	1.5%	↑
Repeat incident rate	42.2%	40.0%	40.8%	0.8%	↑	-3.3%	↓

Table 14 footnotes

*This rate includes the 747 offences that are recorded as 'New'. The previous periods look slightly higher due to the lower number of 'New' outcomes.

** This rate includes the 2093 offences that are recorded as 'New'. The previous periods look slightly higher due to the lower number of 'New' outcomes.

Sexual Violence

Table 15 below shows the number of reported sexual offences and rape over the previous 3 year period. As can be seen sexual offences have increased by **19.7%** over the last three years. In the last 12 months ending June 2023 an increase of **0.7%** was seen. Similarity in relation to reported rape offences, over a three year period a **30.2%** increase was seen. In the last 12 months ending June 2023 there was a very small decrease in reported rapes of **-0.2%**.

Table 15: Sexual Violence

Performance Measures	12 months July 2020 - June 2021	12 months July 2021 - June 2022	Current months 2022 - June 2023	12 % Change July to June Previous 12 months	Direction of Travel	% Change over the three year period	Direction of Travel (over the three year period)
Number of reported sexual offences	1348	1603	1614	0.7%	↑	19.7%	↑
Number of reported rapes	777	1014	1012	-0.2%	↓	30.2%	↑
Number of referrals received by the Independent Sexual Violence Advisor Service	413	517	476	-7.9%	↑	15.3%	↑

Independent Sexual Violence Advisors (ISVA)

Cleveland's ISVA service is delivered by a fantastic specialist sexual violence service – Arch Teesside. Arch provides ISVA provision across the whole of the Cleveland area and is a service that I am proud to be able to fund.



The main role of an ISVA is to provide practical and emotional support for those who want to or are thinking about reporting their rape or sexual assault to the police. They provide support through the Criminal Justice process before, during and after as required. **Table 15** above shows the number of referrals made into the Teesside ISVA Service over a 3 year period which shows a **15.3%**

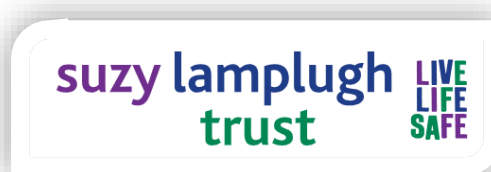
increase. However, when this is looked at over the last 12 month period there have been a decline in referrals of **-7.9%** (41 fewer than the previous year).

There are a number of reasons why sexual violence victims may not wish to receive support and decline their support for prosecution. Based on feedback provided by Arch this includes;

- Court delays – victims just want to move on in their lives
- Sufficient support is in place from family and friends

Stalking

Table 16 shows concerning increases in relation to Stalking offences over the last 12 months ending June 2023 - and consecutively over the last three year period.



Between June 2021 and June 2023 an **84.4%** increase in offences were recorded. As a result of these stark figures over the last number of years, my team commenced work to understand what support was available to victims of stalking across the Cleveland area. Whilst Domestic Abuse related Stalking was picked up by our Specialist Domestic Abuse Services and non Domestic Abuse related stalking by VCAS, we felt the introduction of specialist Independent Stalking Advocates (ISAs) would be a great addition to the victims services landscape in the area. We are currently working with the Suzy Lamplugh Trust in relation to these posts and I hope to provide more information in a future report.

Table 16: Stalking

Performance Measures	12 months July 2020 - June 2021	12 months July 2021 - June 2022	Current 12 months July 2022 - June 2023	% Change to Previous 12 months	Direction of Travel	% Change over the three year period	Direction of Travel (over the three year period)
Number of reported stalking offences	1336	1918	2464	28.5%	↑	84.4%	↑

Building Confidence in our Communities



Links to Strategic Outcome: 'To build confidence and put the pride back into Cleveland Police'

Resolution Team – complaints against the police

Table 17 below shows the number of complaint allegations received by my Resolution Team year ending March 2023 and performance information for the first quarter of 2023/24. If the currently quarterly rate of 799 complaints continues over the remaining three quarter periods it is likely we will see around a **9%** increase on the previous year.

As can be seen below the main reasons for complaints against Cleveland Police relate to duties and services.

In terms of complaint reviews so far in this financial year my team have dealt with 16 – of the 16 – 10% have been upheld.

Table 17: Complaints against the Police

Area of Focus	Performance Measures	12 months April 2022 - March 2023	Current quarter (April 2023 - June 2023)
Complaints (data to the end of June 2023)	Number of complaint allegation received	2936	799
	<i>Nature of complaints:</i>		
	Duties and services	1589	162
	Police powers	590	400
	Behaviour	484	125
	Other	174	78
	Number of complaints reviews submitted	73	16
	Number of complaints reviews upheld	11%	10%

A further breakdown of Cleveland Police complaints data can be found via the below link: [Police complaints information bulletin Cleveland Police - Q1 - 23-24 | Independent Office for Police Conduct \(IOPC\)](#)

When I established the Resolution Team, my ambition was for the team to achieve the Customer Service Excellence Accreditation to highlight openly and transparently our commitment to swiftly and effectively handle complaints against the police. My team

have been working hard through the accreditation process and have submitted all necessary evidence for independent review. I hope to provide a positive update in my quarter 2 report.

Victim Satisfaction

Victim satisfaction levels have shown decreases across all measures in the last 12 months ending March 2023. The biggest decrease has been seen in the follow-up from police with a reduction of **16.3%**. However when asked about satisfaction across the whole experience this has only seen a decrease of **0.4%**.

It is important that the victims voice is listened to and that action is taken to learn from their experience to improve responses in the future.

Table 18: Victim Satisfaction

Performance Measures	12 months April 2022 - March 2023	Current quarter April 2023 - June 2023	Direction of Travel (12 months)	% Point Change over previous 12 months
Victims satisfied with the whole experience	71.8%	71.5%	↓	-0.4%
Victims satisfied with initial contact	90.4%	88.3%	↓	-2.3%
Victims satisfied with actions	79.4%	71.9%	↓	-9.4%
Victims satisfied with follow-up	71.1%	59.5%	↓	-16.3%
Victims satisfied with treatment	89.4%	88.4%	↓	-1.1%

**Telephone surveys began in May 2021, so no full twelve-month period is available prior to April 2022.*

Public Confidence

Over a three year period public confidence has seen a decreasing trend.

Table 19: Public Confidence

Performance Measures	12 months ending March 2021	12 months ending March 2022	12 months ending March 2023	Direction of Travel (over the three year period)	% Point Change over the three year period
Percent that agreed Cleveland Police do a good or excellent job (England and Wales 2023 average: 51%)	50.9%		47%	↓	-3.9%
Police deal with local concerns (England and Wales 2023 average: 47%)	54.5%		46%	↓	-8.5%
Percentage that strongly agree or tend to agree that police and local council are dealing with issues (England and Wales 2023 average: 49.8%)	45.0%		39%	↓	-5.6%

No dataset was published for the twelve-month period ending March 2022 as a result of the COVID pandemic.

Effective, quality support for victims and witness of crime



Links to Strategic Outcome: *'To provide high quality support to victims and the most vulnerable that effectively meets their needs'*

Victim Care and Advice Service

The Victim Care and Advice Service – known as VCAS provide support to anyone affected by crime or antisocial behaviour in the Cleveland area who feel they would benefit from some additional support. VCAS staff provide a free, independent and confidential service that responds to individual circumstances helping people to cope with the initial impact, to support them through the Criminal Justice System and to assist in their journey to recovery.



Feedback from victims who accessed the service included:

“VCAS has always stayed in touch with us, all the way though, always offered support/advice, things such as coping skills” (Victim of Hate Crime)

“VCAS really helped as a liaison between me and the Police. I was in the dark having never been in this position before and they really helped me get through it”. (Assault victim)

“I sat and cried and cried. VCAS did everything they said they would do and dealt with things so well. They were very empathetic and looked for solutions to try and help” (Assault victim)

“VCAS understood how I was feeling. Just a big thank you really, everybody was really supportive and the service provided was far superior than expected” (Burglary victim)

Restorative Cleveland

Our Restorative Cleveland service offers victims the opportunity to have their voice heard following the impact of crime, to make their own choices in communicating their experience and to seek answers to any questions they have, in order to help them move forward.

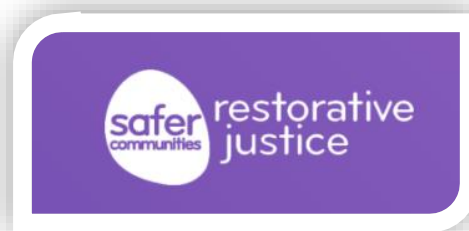


Table 20 below shows the number of victims referred into the Restorative Cleveland Service over the last 3 years. Despite a reduction over the previous 12 months and previous 3 year periods, the complexity of cases have increased creating more specialist resources to safely and effectively deliver positive interventions. Encouragingly of the referrals received around **40%** are initiated by the victim – regardless of this all Restorative Justice interventions are delivered in a victim focused way.

It would be remiss of me not to make reference to the 100% satisfaction that victims have reported consistently over a 3 year period in relation to the service provided to them. This shows that when handled in a professional way – victims voices can be heard and victims can move on from the crimes that have taken place.

Table 20: Restorative Cleveland

	12 months July 2020 - June 2021	12 months July 2021 - June 2022	Current 12 months July 2022 - June 2023	% Change to Previous 12 months	Direction of Travel	% Change over the three year period	Direction of Travel (over the three year period)
Number of victim initiated referrals	67	52	43	-17.3%	↓	-35.8%	↑
% of all referrals that are victim initiated	47.2%	43.7%	42.2%	-1.5%	↑	-5.0%	↑
Number of interventions provided for both victim and offender initiated referrals (some cases can receive more than one intervention)	119	206	366	77.7%	↑	207.6%	↑
Percentage of victims that are satisfied with Restorative Cleveland	100%	100%	100%	0.0%	→	0.0%	→

Use of technology to combat crime

Links to Strategic Outcome: 'To make greater use of technology that creates efficiencies and supports productivity'.

Cleveland Online Policing App (COPA)

COPA was launched in September 2022 and at the end of June 2023 (as can be seen in table 21 below) it has been downloaded via Apple and Android on **5,929** occasions. This has resulted in the submission of **210** questions which have been responded to appropriately by the Office of the Police and Crime Commissioner team and **1,972** 'tell us about' submissions which in 99% of cases was directed to the Cleveland Police Control Room for appropriate review, logging and response.



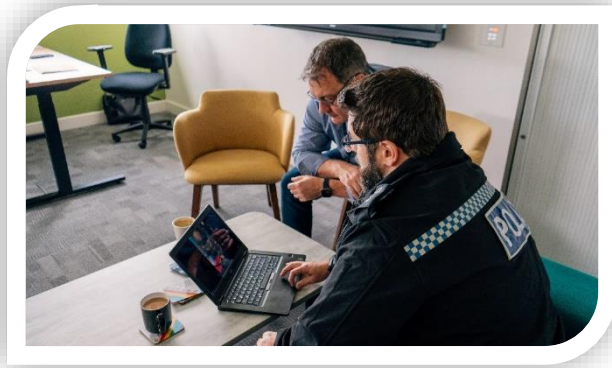
Table 21: Cleveland Online Policing App:

Performance Measures	From launch to end of June 2023
Number of downloads	5929
Number of questions submitted	210
Number of 'tell us about' submissions	1972

The real benefits of COPA were seen in the quarter 1 period where submissions from the public are helping Cleveland Police to track and identify nuisance riders and their bikes. The addition of videos and images to written reports means that police get a clearer picture of the problem. As a result, they are more likely to identify offenders and be able to take action.

The app has already resulted in police action and information received via COPA has led to a number of arrests across the area.

Recent examples show how COPA is helping to identify those who are not only riding bikes antisocially but are also committing more serious crimes – such as burglary. Police cross reference images submitted via COPA with footage posted on social media, in which people are seen riding bikes dangerously or recklessly. This allows officers to identify not only the offenders but also potentially stolen vehicles.



I am delighted that information submitted via COPA is now started to show real results.

I am delighted that information submitted via COPA is now starting to show real results. An increasing number of downloads and the way, in which police have used the information submitted, can only mean one thing – a safer Cleveland for everyone.

COPA is also enabling over **740** people since launch to get through to the right council service to report concerns such as dog fouling, fly tipping and noise nuisance – hopefully reducing the demand on policing.

Drones

The success of Drones within Cleveland has been phenomenal as can be seen at Table 22. I am pleased to see that deployments are continuing to increase significantly year on year as the benefits of drone use is seen.

The deployment of drones include pre-planned and spontaneous requests, as well as calls in which a drone was requested but then cancelled prior to launch. For example when a missing person is located prior to take off.

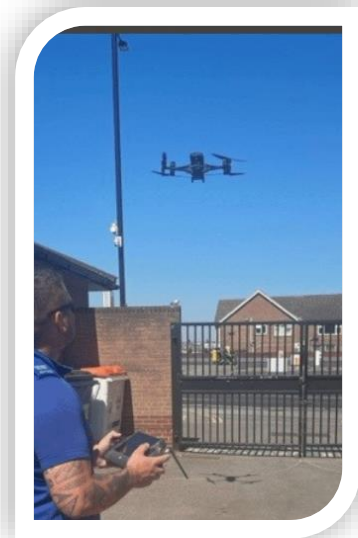


Table 22: Drones

Performance Measures	12 months July 2020 - June 2021	12 months July 2021 - June 2022	Current 12 months July 2022 - June 2023	% Change to Previous 12 months	Direction of Travel	% Change over the three year period	Direction of Travel (over the three year period)
Number of Drone Pilots in Cleveland Police	18	29	29	0.0%	→	61.1%	↑
Number of Drone Deployments	541	966	1,447	49.8%	↑	167.5%	↑