

Police and Crime Plan  
Delivery Performance  
Summary

2024-2025

Quarter 3





# Access to Police Services

## Emergency Calls (999 service)

Nationally, Cleveland Police continue to have **strong and consistent performance** in relation to 999 call answer times.

During the current reporting period, Cleveland Police have seen a **6.9% reduction** in the number of 999 calls received (8,486 less calls on the previous year). This is accompanied by a slight **improvement in performance** in call answering times, with almost 9 in 10 calls answered within 10 seconds.

Performance measures	12 months Dec 2022	12 months Dec 2023	12 months Dec 2024	Volume change v's previous 12 months	% Change on previous 12 months
Number of 999 calls received	114,617	120,870	112,889		
% 999 calls answered within 10 seconds	87.1%	87.7%	88.0%		

# Access to Police Services

## Non-emergency calls (101 service)

Over the last 12 months Cleveland Police have seen a **5.6% reduction** in the number of non-999 calls which equates to **12,466 fewer calls**. This reduction is accompanied by a significant improvement in call answer times.

Performance measures	12 months Dec 2022	12 months Dec 2023	12 months Dec 2024	Volume change v's previous 12 months	% Change on previous 12 months
Number of non-999 calls received	223,382	218,072	205,152		
% of non-999 calls answered within 2 minutes	66.3%	70.3%	84.5%		



## Neighbourhood Crime

During this reporting period total recorded crime in Cleveland has **reduced by 9.3 %** equating to more than 7,600 fewer crimes, with a significant **14.5% reduction** also recorded across neighbourhood crime categories, which includes a 22.6% reduction in residential burglary offences.

Performance measures	12 months Dec 2022	12 months Dec 2023	12 months Dec 2024	Volume change v's previous 12 months	% Change on previous 12 months
Total recorded crime	81,670	79,311	73,768		
Theft from person	564	390	280		
Residential burglary	3,743	3,832	3,000		
Vehicle crime	4,241	4,564	3,937		
Robbery	889	820	876		
Total neighbourhood crime					



## Tackling anti-social behaviour in communities

Between August 2023 and September 2024, more than **6,800 dedicated anti-social behaviour hotspot patrols** equating to 7,685 patrol hours - have taken place across 15 council wards in Hartlepool, Middlesbrough, Stockton and Redcar. During these patrols more than **3,100 community and business** engagements have taken place.

These patrols play a vital role in effectively addressing anti-social behaviour alongside other partnership activities, with year-on-year data showing a **21% reduction in antisocial behaviour** across the targeted micro-hotspot locations.

As detailed below, these reductions have also been met by an **overall reduction of 5.7%** (-1,047 incidents) in the total number of anti-social behaviour incidents reported to the police, with levels across the 3-year period following a significant **decreasing trend**.

Performance measures	12 months Dec 2022	12 months Dec 2023	12 months Dec 2024	Volume change v's previous 12 months	% Change on previous 12 months
Anti-social behaviour incidents – police	17,152	17,940	17,337		



## Supporting victims of fraud

### **Fraud Financial Advocate**

Utilising funding from the Proceeds of Crime Act (POCA), the Police and Crime Commissioner along with Cleveland's four councils have agreed to fund a full-time Fraud Financial Advocate (FFA.) The role will be based at Stockton's Safer Communities.

The role will help to recover cash for victims and prevent further victimisation.

The FFA will help vulnerable victims to pursue compensation from banks, when there is evidence that they failed in their duty of care to protect customer accounts.

They will also provide victims with advice on how to spot the scammers and prevent further victimisation.



# Preventing violence against women and girls

White Ribbon Campaign



## Tackling violence against women and girls

During this reporting period there has been a **7.9% reduction** in total domestic related recorded crime, with reductions also recorded for sexual offences including rape. Across the reporting periods, domestic abuse arrest and repeat victimisation rates have remained fairly static.

Performance measures	12 months Dec 2022	12 months Dec 2023	12 months Dec 2024	Volume change v's previous 12 months	% Change on previous 12 months
Domestic abuse crimes – police recorded	13,640	13,992	12,917		
Arrest rate	41.2%	40.8%	41.5%		
Repeat incident rate	45.5%	45.4%	43.9%		
Sexual offences – police recorded	2,590	2,632	2,641		
Rape offences – police recorded	1,020	966	908		





## Prevent, reduce and tackle serious violence

**Significant reductions** have been recorded across all categories of police recorded serious violence with hospitals admissions for youth related violence also experiencing a **25% reduction**. The reduction of youth related violence is a key priority of the Cleveland Violence Reduction Partnership.

Performance measures	12 months Dec 2022	12 months Dec 2023	12 months Dec 2024	Volume change v's previous 12 months	% Change on previous 12 months
Homicides	10	11	8		
NHS Sharps admission – all ages*					
NHS sharps admissions – under 25 years*					
Serious violence offences – all ages – police recorded	1,914	1,837	1,837		
Serious violence offences – youth related – police recorded					
Knife/sharps enabled serious violence offences – all ages – police recorded	866	807	854		
Knife/sharps enabled serious violence offences – youth related – police recorded					

\*12 months data up to June 2024



# Prevent, reduce and tackle serious violence

## Crucial Crew

- Over **1,200** school children from across Hartlepool attended a multi-agency event to learn how to stay safe.
- Pupils from Years 5 and 6 took part in a series of workshops covering issues such as electrical safety, road safety, water safety, cybercrime, first aid and the dangers of vaping.
- As part of the CURV violence reduction programme, St John Ambulance delivered knife crime awareness sessions for pupils.
- The Young Responders workshop included an interactive session on how to treat a stab wound, giving young people the tools and confidence to know what to do when a serious injury incident occurs.





## Solving crime in Cleveland

- Positive outcomes for crimes include a range of actions including charging offenders to court, providing diversionary, education or intervention activity, and the delivery of out-of-court disposals. Latest published data, up to 31 March 2024 the **positive outcome rate for all crime stood at 9.7%**, which remains comparable to the previous year.
- Further analysis of Office of National Statistics **charging outcome data** for the last 12-months up-to March 2024 shows that Cleveland Police's performance continues to sit amongst **the best in the country** with charging rates broadly higher than national averages.

Crime Category	Cleveland Charge Rate 2023/24	National Charge Rate 2023/24
All Crime	8.4%	6.4%
Domestic burglary	6.1%	4.3%
Violence against the Person	6.2%	5.6%
Robbery	14.5%	6.5%
Shoplifting	25.3%	16.4%
Sexual Offences	3.6%	4.2%
Possession of Weapons	36.7%	28.3%