

**NOTES - SCRUTINY MEETING (USE OF OUT OF COURT RESOLUTIONS AND OUTCOME 16) - 16 SEPTEMBER 2024**

Question	Brief Summary of Evidence	Decision of PCC
<p><b>1. What measures does the Force have in place to improve performance in respect of community resolution rates and unsupportive victim rates?</b></p>	<ul style="list-style-type: none"> <li>• The Force is fully aware that Out of Court Resolutions (OoCRs) have the ability to achieve positive outcomes by improving victim satisfaction and public confidence, appropriately addressing offending behaviour and breaking the cycle of reoffending.</li> <li>• Extensive work is being undertaken by the Force to improve performance rates, maximise every contact and achieve positive outcomes.</li> <li>• The Force is extremely focussed on improving performance of community resolution rates and unsupportive victim rates, as it recognises that this will assist in preventing and reducing criminality in Cleveland.</li> <li>• In terms of the application of OoCRs, a new U-Turn Team has been established by the Force to triage cases, monitor compliance and decide on conditions for cautions.</li> <li>• Police officers refer cases to the U-Turn Team, the team then triages and progresses each case as appropriate.</li> <li>• If a case is deemed suitable for an OoCR, the U-Turn Team will become the primary police contact for the victim.</li> <li>• The U-Turn Team reduces officer workload, as there is no need for lengthy case files.</li> <li>• For the past 6 weeks, the U-Turn Team has been fully resourced and referrals are increasing.</li> <li>• Targeted face-to-face briefings have been delivered by the U-Turn Team to the Force's Neighbourhood Policing Teams and Response Teams.</li> <li>• Custody Teams are currently receiving briefings from the U-Turn Team, to raise awareness of OoCRs, and these will be completed over the next few weeks.</li> <li>• Printed media has been displayed throughout police buildings to advertise the services of the U-Turn Team and encourage an increase in referrals.</li> <li>• An App has been developed to enable police officers to make electronic referrals to the U-Turn Team.</li> <li>• The App will be linked to a dashboard to enable the Force to monitor and record data on referrals.</li> <li>• The Force is in the process of developing video blogs to showcase examples of the positive work undertaken by the U-Team Team in achieving victim satisfaction, addressing offender behaviours and reducing workload.</li> <li>• The Force recognises the importance of achieving a positive cultural shift to ensure:               <ul style="list-style-type: none"> <li>• police officers routinely consider OoCRs as an option; and</li> <li>• opportunities to make referrals to the U-Turn Team are not being missed.</li> </ul> </li> <li>• In future, a detailed process mapping exercise will be undertaken to determine how the Force can continue to develop the effectiveness of the U-Turn Team.</li> <li>• There is a mandatory e-learning package that police officers, at all ranks, are required to complete on the use and application of OoCRs.</li> </ul>	<p><b>Partly Assured</b></p> <p>The PCC acknowledges that the Force is currently working hard to develop an organisational culture that promotes the appropriate use of OoCR and Outcome 16 through guidance, training, monitoring and the introduction of the U-Turn Team.</p> <p>In order to be fully assured, an improvement in the rates of OoCRs would be needed.</p> <p>It would therefore be useful to receive an update in 6 months' time to ascertain what progress has been made in improving performance rates.</p>

	<ul style="list-style-type: none"> <li>• The Force has a Divert scheme, which is designed to support offenders to change their behaviour by engaging in educational courses or interventions in relation to drugs/alcohol or reparative actions.</li> <li>• The Divert scheme recently received two awards, the team won the Learning and Development Programme of the Year category at the national Inspire Justice Awards and was presented with a Certificate of Excellence at the Ruth Cranfield Awards.</li> </ul>	
<p><b>2. What governance and monitoring processes does the Force have in place to:</b></p> <ul style="list-style-type: none"> <li>• <b>make sure the right outcome type is assigned;</b></li> <li>• <b>ensure OoCRs and Outcome 16 are being applied consistently, fairly and proportionately; and</b></li> <li>• <b>minimise disparities in police outcomes?</b></li> </ul>	<ul style="list-style-type: none"> <li>• In terms of strategic governance and monitoring of OoCRs and Outcome 16, oversight is provided through the Force IMPACT Board, the Crime Governance Group, the Prevention Governance Group and audit findings through the GAIN Board.</li> <li>• Tactical governance is provided through the Victim and Witnesses Group, Crime Data Integrity Group and Out of Court Disposal Task and Finish Group.</li> <li>• Across the Force, work is being undertaken to monitor, record and analyse trends in the use of OoCRs.</li> <li>• The use of a centralised team to manage OoCRs is recognised as best practice for ensuring consistency - for the Force, the U-Turn Team provides this hub of expertise.</li> <li>• The Force has multiple compliance tools to assist with the correct application of outcomes.</li> <li>• The Force will continue to utilise National Police Chiefs' Council (NPCC) best practice guidance and participate in regional and national groups, discussions and events.</li> <li>• There is a Cleveland OoCR Scrutiny Panel, which is a multi-agency scrutiny forum that brings together policing and criminal justice partners and victim services to review a sample of OoCRs.</li> <li>• The membership of the OoCR Scrutiny Panel includes representation from the OPCC (Chair), Cleveland Police, the Crown Prosecution Service (CPS), Probation Service North-East, Teesside Magistrates Court, youth justice services and victim services.</li> <li>• The Force recognises the importance of ensuring that the observations and feedback of the OoCR Scrutiny Panel facilitate continuous learning.</li> </ul>	
<p><b>3. How does the Force ensure the victim's voice is factored into decision-making and their wishes are fully represented and considered?</b></p>	<ul style="list-style-type: none"> <li>• Once a referral has been made, the U-TURN Team make direct contact with the victim to understand any concerns and explain decision-making.</li> <li>• One of the U-TURN Team's key responsibilities is to provide victims with regular updates on case progression and outcomes.</li> <li>• The victim is automatically referred to the Victim Care and Advice Service (VCAS).</li> <li>• In appropriate circumstances, the offer of restorative justice is available to victims.</li> <li>• The Force uses external funding to promote the benefits of OoCRs.</li> <li>• The Force empowers victims through the digital recording of Victim Impact Statements.</li> <li>• The Force recognises the importance of victims being asked for their views, for these to be taken into account when a decision is made and where it is not possible for it to be fully explained why.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Although a victim's wishes will always be taken into consideration when an OoCR is applied, it is still a police decision and officers are required to balance what is proportionate against what the victim wants.</li> <li>• To ensure continuous organisational learning, the Force undertakes work to hold formal debriefs, identify reflective practice and deliver ongoing training.</li> </ul>	
<p><b>4. How does the Force ensure that, when applying Outcome 16, there is an auditable record of the victim's wish to withdraw support?</b></p>	<ul style="list-style-type: none"> <li>• There is a requirement for an auditable record (e.g. a written statement, body worn video footage or a recorded telephone call) in all cases where Outcome 16 is applied.</li> <li>• Compliance is monitored by the Force Crime and Incident Registrar and regular audits are undertaken.</li> <li>• An outcome template is used by the Force, which includes questions relating to the reason for withdrawal and this provides additional insight.</li> <li>• The Force will undertake work to analyse these figures and identify themes, trends and areas of improvement.</li> </ul>	
<p><b>5. In terms of preventing further offending and securing positive outcomes for victims, how is the Force performing?</b></p>	<ul style="list-style-type: none"> <li>• The re-offending rate for participants on the Divert Scheme is currently 4.4%</li> <li>• The referral rate for Divert has doubled since January 2024.</li> </ul>	

**Action**

1	That the topic of 'Use of Out of Court Resolutions (OoCRs) and Outcome 16' be revisited in 6 months' time, to ascertain the impact of the Force's work in this area and determine what progress has been made in improving performance rates.
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