

NOTES - SCRUTINY MEETING (NEIGHBOURHOOD POLICING) - 25 JUNE 2025

Question	Brief Summary of Evidence	Decision of PCC
<p>1. Since the Scrutiny Meeting held on 11 June 2024, which considered the topic of Neighbourhood Policing, what work has the Force undertaken to increase the resilience of the NPTs and how has this work impacted on abstraction rates, crime rates and demand?</p>	<ul style="list-style-type: none"> • In 2022, the newly appointed Chief Constable demonstrated a clear commitment to strengthening Cleveland Police's Neighbourhood Policing (NHP) offer. • On 10 April 2025, HMICFRS published its PEEL Assessment 2023-25 for Cleveland Police. HMICFRS concluded that the Force has an effective neighbourhood policing model and that neighbourhood policing teams (NPTs) work well with communities to understand and meet their needs. It was also highlighted by the inspectorate that NPTs work on building the public's trust and confidence and encourage members of the public to share information to help reduce and detect crime. The Force subsequently received a 'Good' grading for prevention and deterrence. • The Force has refreshed its Neighbourhood Policing Strategy, this was launched in 2024. The strategy is reviewed on an annual basis. The Force uses a wide range of performance metrics to support the effective delivery of the strategy and its objectives, these are reported to the Confidence in Local Policing Board. The strategy: <ul style="list-style-type: none"> • identifies the importance of NHP in delivering the 'Policing Cleveland Together' mission; • focusses on problem-solving and proactive preventative activity to address the issues affecting Cleveland's communities; • focusses on the importance of engagement; and • focusses on building effective strong relationships with community safety partners. • The Force engages with both regional and national networks that facilitate collaboration, training, and information sharing to enhance the effectiveness of neighbourhood policing across the UK. • In terms of neighbourhood crime, in the 12 months prior to the end of May 2025, there had been a 19.1% reduction in residential burglary, a 15.7% reduction in theft from a person, a 20.5% reduction in vehicle crime and a 4.8% increase in personal robbery. 	<p>Partly Assured</p> <p><i>The PCC commends the positive work that has been undertaken by the Force to reduce crime rates, effectively manage demand and increase the resilience of NPTs. However, work is ongoing in terms of the delivery and implementation of the NPG and the PCC will continue to monitor progress in this area.</i></p>

	<ul style="list-style-type: none"> • "Clear, Hold, Build" is a three-phase strategy developed by the Home Office to tackle serious and organised crime in communities. It involves disrupting criminal activity, stabilising the area, and then working with the community to build long-term resilience against crime. The Ropner area of Stockton was identified as part of the Home Office's approach, to operate in areas affected by organised crime with neighbourhood policing teams taking the lead on tackling it. The impact of this work has resulted in significant reductions in crime. There has been a 38% reduction in total crime, a 63% reduction in residential burglary, a 22% reduction in vehicle crime, a 41% reduction in drug offences, a 33% reduction in violence and a 26% reduction in personal robbery (12 months ending May 2023, compared to 12 months to the end of May 2025). The Force is rolling out this evidence-based, multi-agency, problem-solving approach in two other districts (Middlesbrough and Redcar & Cleveland) to tackle a full range of criminality. • In terms of NPTs, resources and vacancy rates have improved and the introduction of the Neighbourhood Policing Guarantee (NPG) will increase resilience further. Within the NHP structure, the Force also has geographically based Proactive Teams, each consisting of a Sergeant and six Police Constables. • Work is ongoing to increase the resilience of NPTs by monitoring, understanding, managing and mapping recruitment and retention opportunities. • The Force has a strategic planning board and strategic planning groups in place to control and monitor resources. • In terms of NHP abstraction, this activity takes NHP personnel away from delivering their core role of engaging with communities, undertaking targeted activity and problem-solving community issues and priorities. However, in terms of emergency grade incidents, where there is no suitable Response unit available, then the Force Control Room will deploy the most appropriate resource to ensure a timely response to the incident. Where NHP units are deployed to emergency grade incidents, in these circumstances it will not be classed as an abstraction (unless the incident is outside of their district). • The Force's priority will always be protecting the public and responding effectively to vulnerability. • The Force has introduced a Neighbourhood Abstraction Policy and App. The purpose of the policy is to ensure that NPTs remain visible and accessible to 	
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	<p>their communities whenever possible. The new App enables the Force to monitor and record abstraction data, however, currently it is too early to establish a reliable trend or the longer-term direction of travel. In addition, abstractions may fluctuate depending on demand.</p> <ul style="list-style-type: none"> • NPTs engagement/prevention activity, to deter those involved with criminal activity and those who pose the greatest risk to communities, is a high priority for the Force. • The Force's NPTs focus on the strategic ownership of tactical issues in communities, which involves targeting prolific offenders. • The Force will continue to undertake work to reduce abstractions and ensure that NPTs can effectively undertake their core role of engaging with communities and undertaking problem-solving activity. 	
<p>2. What action is being taken by the Force to prepare for the implementation of the NPG and how will the Force ensure NPTs are protected, so they remain focussed on serving communities?</p>	<ul style="list-style-type: none"> • In terms of the Neighbourhood Policing Guarantee (NPG), there are three phases: <ul style="list-style-type: none"> • Phase 1 will be completed by the end of July 2025 and focusses on immediate actions. This phase will involve the Force's website including: <ul style="list-style-type: none"> • details of a named Police Community Support Officer (PCSO) for every ward area; • names and photographs of NHP officers and PCSOs; • details of local priorities and community meetings for each area; and • the ability for members of the public to contact their local NPT. • Phase 2 will be completed July/August 2025 and focusses on Safer Streets Summer. This phase will involve a programme of activity, working with partners in town centres and includes: <ul style="list-style-type: none"> • targeted patrol activity focussing on victims, offenders and locations; • problem-solving of antisocial behaviour (ASB) and crime; and • focussed engagement activity. • Phase 3 will be completed from March 2026 onwards and will focus on longer-term actions. This phase will involve: <ul style="list-style-type: none"> • additional resources dedicated to NHP (including 20 police officers, 31 PCSOs and 12 Special Constables); • roll-out of the College of Policing (CoP) accredited training for NHP personnel; and 	

	<ul style="list-style-type: none"> • supporting the introduction of an OPCC led ASB Charter and development of an ASB action plan. • In terms of the NPG, measures have been introduced by the Home Office to monitor and drive performance improvement in individual police forces and demonstrate progress to the public. • By July, the Force will introduce a 72-hour guaranteed response time to neighbourhood queries from communities and businesses. There will be a clear process in place for the public to seek recourse if this response time is not met, via the OPCC's Resolution Team. Nationally, forces will use Single Online Home as the digital online platform to facilitate the submission of neighbourhood queries. • The Force has developed a communication plan to raise awareness of the standards that the public can expect from NPTs. • In terms of governance and accountability, the Neighbourhood Guarantee Delivery Group (and plan) feeds into the Confidence and Local Policing Board, which in turn reports to the Executive Management Board. The Neighbourhood Guarantee Delivery Group monitors compliance with the Police Effectiveness, Efficiency, and Legitimacy (PEEL) assessment, focuses on National Police Chiefs Council (NPCC) and CoP oversight and considers Home Office returns. 	
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Actions

1	That updates on the work of the Neighbourhood Guarantee Delivery Group be submitted to the Joint Strategic Board.
2	That the PCC lobbies, nationally, to ensure that Single Online Home provides an effective solution and functionality to submit neighbourhood queries.
3	That a meeting be held with the PCC, the T/ACC, the Force's Head of Corporate Communications and the OPCC's Head of Communications, Digital Media and Engagement to establish a joint approach and effective communication plans for informing and engaging the public about the NPG.
4	That, in a year's time, the PCC revisits the topic of Neighbourhood Policing to monitor the Force's NPG activity and track effectiveness.
5	That, to assist with the PCC's campaign for additional resources, the Force's Director of Finance and Assets meets with the OPCC's Deputy Chief of Staff and Treasurer to discuss the funding of the Force's Proactive Teams and their significant positive impact on crime reduction, community safety, and resource allocation.