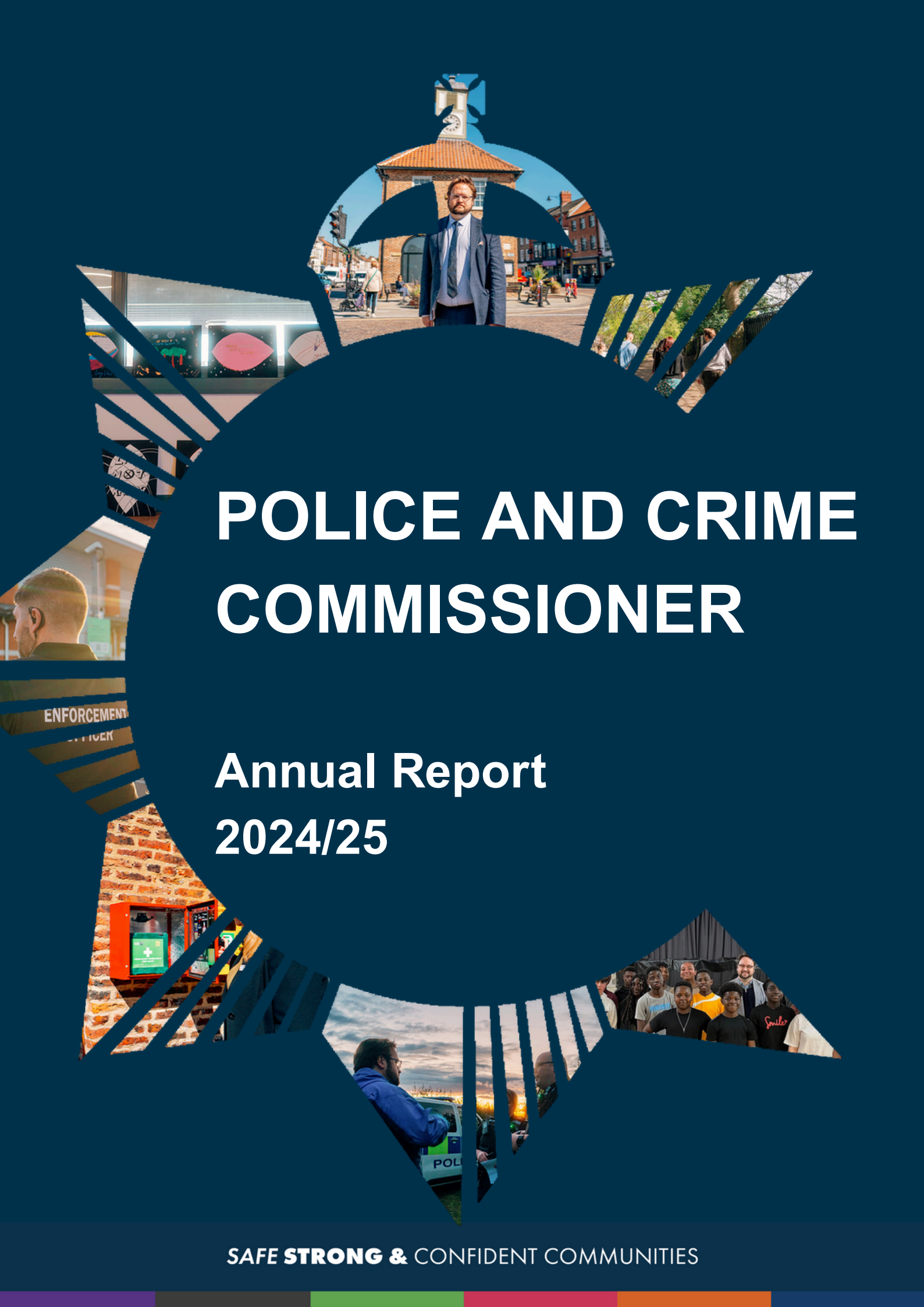
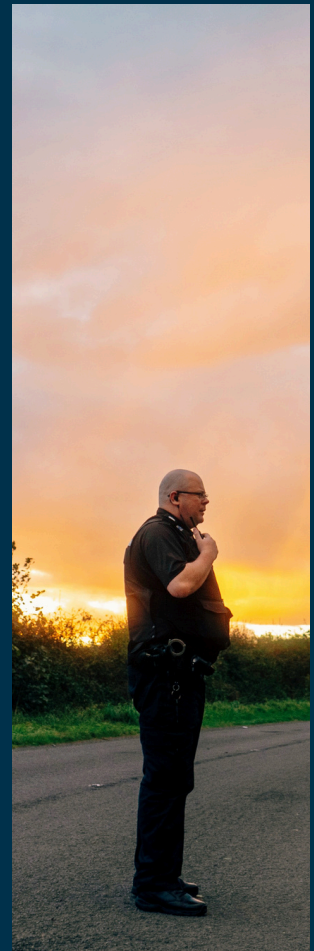




POLICE AND CRIME COMMISSIONER

Annual Report
2024/25

SAFE **STRONG** & CONFIDENT COMMUNITIES





Contents

- 03. Contents
- 04. Introduction from Police and Crime Commissioner Matt Storey
- 05. Key Achievements
- 06. Police Performance
- 08. Cleveland Police and Crime Plan
- 10. Summer Disorder and Recovery
- 12. Reducing and Preventing Violent Crime
- 14. Tackling Antisocial Behaviour
- 16. Supporting Victims of Crime and Antisocial Behaviour
- 18. Tackling Violence Against Women and Girls (VAWG)
- 20. Reducing Offending and Reoffending
- 22. Celebrating Five Years of Safer Streets
- 24. Governance and Accountability
- 29. Meeting the Strategic Policing Requirements
- 31. Engaging with Communities
- 33. Lobbying and Campaigning
- 34. Finance

Introduction from the Police and Crime Commissioner



First of all, I'd like to say thank you to everyone for making this such a great first year in office.

I have thoroughly enjoyed working with all our local partners, stakeholders, Cleveland Police and local residents and seeing first-hand the tremendous expertise that we have locally.

The energy and enthusiasm we have in Cleveland to try and make our area a safer, more confident place is inspirational. Engaging with local people right across Cleveland and doing my best to be their voice at Cleveland Police has been hugely rewarding and thank you to everyone who has contributed to that dialogue.

There have been significant successes this year with the Divert programme winning two awards, the publication of my first Police and Crime Plan and a successful inspection by His Majesty's Inspectorate of Constabularies (HMICFRS) towards the end of the year acknowledging Cleveland Police as one of the most improved forces in the country. We have also secured a further £1.4m from the Home Office for hotspot patrols and £2.4m for Neighbourhood Policing, which will deliver a named officer for every ward in Cleveland.

Last summer's disorder in Hartlepool and Middlesbrough was a massive challenge but along with local partners we have done excellent work supporting victims and building community cohesion, celebrating the diversity of our area and showing the true spirit of the people of Cleveland.

I would like to thank the outgoing Chief Constable Mark Webster for his sterling commitment to Cleveland and his leadership as the force has improved so significantly over his time in post. A new chapter is already beginning with incoming Chief Constable Victoria Fuller ready to build on that positive foundation.

In a demonstration of openness and transparency, I have just published my first delivery plan to show the public how my office will work hard over the next 12 months and beyond to build a safer, stronger and more confident Cleveland.

Matt Storey

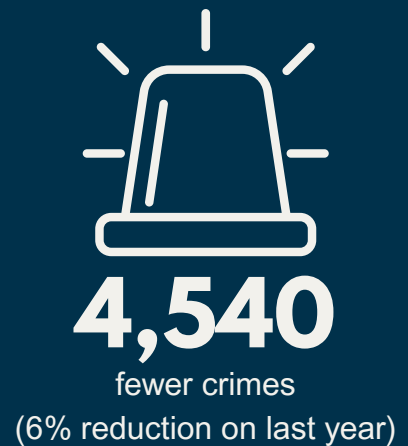
Police and Crime Commissioner for Cleveland



Police Performance

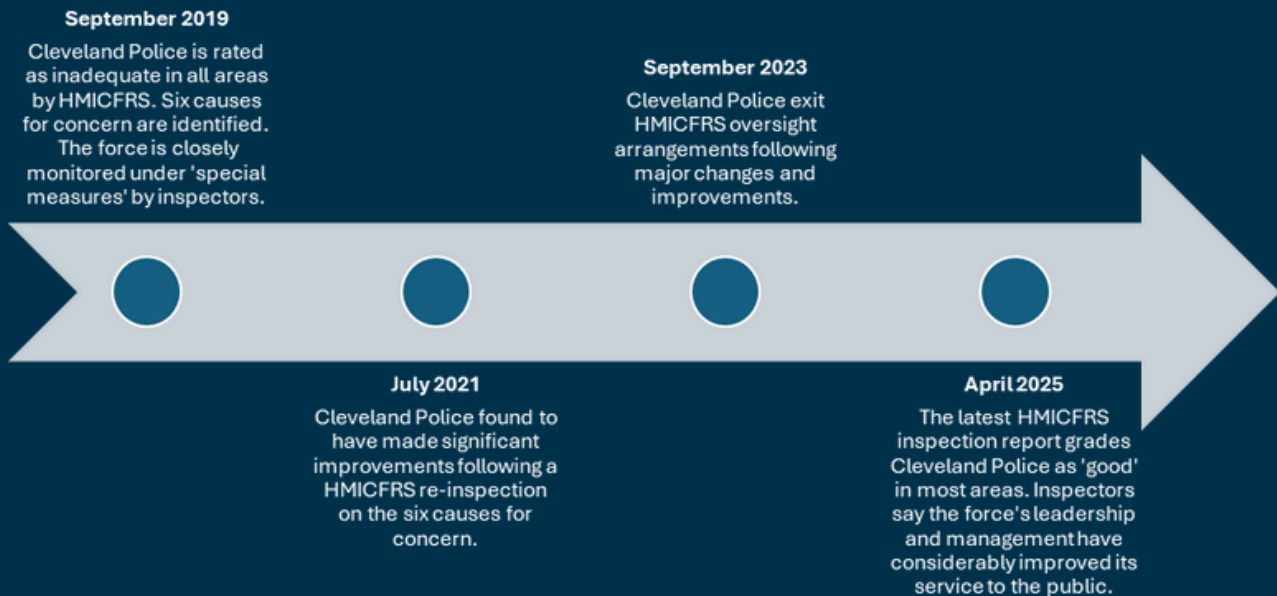
As part of his statutory responsibilities, Matt monitors Cleveland Police's performance to ensure they are providing an efficient and effective police service to the public.

The statistics below relate to Cleveland Police's performance in the 12 months up to March 2025, in comparison to the same time period in the previous year.



Cleveland Police's journey of improvement

Cleveland Police has been recognised by His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) as one of the most improved forces in the country.



The current picture: PEEL 2023-2025

In their most recent inspection by HMICFRS, Cleveland Police was graded as 'good' in most areas of policing, 'adequate' in two areas and 'requires improvement' in two areas.

His Majesty's Inspector Michelle Skeer recognised that progress had been made in all areas since the last inspection in 2021-22 and praised the efforts of the "well-thought-out changes and investments" made by chief officers.

Inspectors noted that Cleveland Police must improve the way it investigates crime and protects vulnerable people.

Outstanding	Good	Adequate	Requires improvement	Inadequate
	Police powers and public treatment	Responding to the public	Investigating crime	
	Preventing crime	Leadership and force management	Protecting vulnerable people	
	Managing offenders			
	Developing a positive workplace			

Developing a Police and Crime Plan for Cleveland

Police and Crime Commissioners (PCCs) are required under legislation to produce a Police and Crime Plan for their local area, in consultation with local people and the Chief Constable.

The plan, which must be issued within the first financial year of their election, should set the strategic direction for policing and community safety in their police force area.

Work on Matt's Police and Crime Plan for 2024-2029 started shortly after his election in May 2024.



Matt wants to create communities that feel safe from harm, strong in the face of challenges and confident in the public organisations they need to access for help and support. That includes the police and criminal justice agencies.

Matt identified six priorities to help him achieve this goal:

- Reduce crime, antisocial behaviour and harm
- Deliver more visible and effective policing
- Improve safety for women and girls
- Ensure the right support for victims and vulnerable people
- Build trust and confidence in policing and the criminal justice system
- Tackle offending and reoffending

A detailed Delivery Plan has been developed to support these priorities, setting clear objectives for the OPCC to deliver projects, initiatives and services.



When developing the Police and Crime Plan, the PCC engaged with organisations, groups and individuals across Cleveland who have shared goals to make Cleveland safer.

Where our priorities come from

Efforts were made to align the Plan with the strategies, plans and objectives of other public services, to make sure they best meet the needs of Cleveland's residents.



More than 1,500 people took part in the consultation for the draft Police and Crime Plan, including over 1,000 residents who participated in an online survey or spoke to OPCC staff on an engagement stall.

The PCC also met with 20 victims of crime, 242 people from diverse groups and held briefings for over 160 representatives of local organisations and public services.

What victims, residents and local organisations told us

Respondents to the consultation were asked to rank the priorities in the Police and Crime Plan in order of importance to them. The order in which they appear in the plan reflects this exercise. Other feedback included:

- More visible policing in communities
- Greater police engagement with residents
- Improved policing outcomes, including effective response and investigation
- Frustration with the wider criminal justice system – particularly around sentencing
- More education and training for young people on knife crime and Violence Against Women and Girls (VAWG)

Summer Disorder and Recovery

On Monday 29 July 2024, three little girls were tragically killed in a knife attack in Southport, Merseyside. Following this harrowing incident, widespread unrest and violent disorder took place in many towns and cities across the UK.

On the evening of Wednesday 31 July, hundreds of people took to the streets of Hartlepool, causing damage, fear and harm to communities, police officers and property. A matter of days later on Sunday 4 August, further violent disorder took place in Middlesbrough, with widespread damage caused to vehicles, properties and businesses.

The police response

There was a robust response from Cleveland Police to the two bouts of violent disorder – and the days surrounding it, during which the threat of further unrest remained.

Police officers were pelted with missiles and threatened by large crowds, many of them armed with bricks, bottles and other weapons. Officers were drafted in from other police forces to ensure crowds could be contained and arrests made.

To date:

- Over 176 people arrested
- Over 118 people charged
- Over 75 years in prison sentences

In December 2024, Chief Constable Mark Webster presented evidence at the Home Affairs Select Committee on the policing of the violent disorder. He praised the resilience of his officers in the face of wide-spread violence, the likes of which many had never experienced before.

"The sense of camaraderie was phenomenal. We had some officers who would do 14-16 hours, go home for an hour and come back because they couldn't leave their colleagues in trouble."

"We had people cancelling holidays, and people coming in on birthdays."

The Community Recovery

In the days following the violent disorder, communities turned out in their droves to clean up streets and offer support to people directly affected by the violence and vandalism.

Matt visited faith groups and organisations supporting asylum seekers and refugees, to understand how their communities and networks had been impacted by the unrest.

Details were shared with Victim Care and Advice Service (VCAS), who provided vital support and advice for those impacted by crime and disorder.

The PCC's Office (OPCC) was shortlisted for the Public Sector Award at the 2024 Tees Valley Equality, Diversity and Inclusion Awards for their efforts in engaging with diverse groups post-riot.

Riot Compensation Scheme

Nationally, Police and Crime Commissioners are responsible for the Riot Compensation Scheme which helps those who cannot reclaim damage costs from their insurance provider.

To help communities complete the necessary application forms to make a claim, OPCC staff held drop-in sessions in community locations and offered translation support where required.

In total, Cleveland received **39** claims to a value of **£425,357**. At the time of publication, almost 80% of these claims have been settled.

Learning from those involved

As PCC, Matt wanted to learn as much as possible from those impacted or involved in the disorder, to better understand community tensions and challenges.

He hosted two focus groups with victims affected by crime, supported by VCAS, to understand how people were recovering and moving forward. Through VCAS, Matt has also been able to read Victim Impact Statements of those affected – some of their experiences can be read below:

"I made the decision to put the shop into lockdown.... The only option we had was to find safety in the small office at the front of the shop and lock ourselves in there... I can't even remember how long we were in there for. It felt like hours."

"Even now I wake up during the night and feel I have to check to see if my car is OK... I still have flashbacks and my mood drops when I think about it. Prior to this incident I felt free and confident living in this country. Now I feel I may be attacked again because of my colour."

Through another commissioned service, Restorative Cleveland, the PCC was interested in learning more about why people chose to become involved in the violent disorder. Offenders serving custodial sentences for their part in the incidents submitted answers to questions developed by Matt himself. On one occasion, the PCC visited one of the men convicted at HMP Holme House to learn more about his motivations. Some of the below quotations are taken directly from offenders:

"I was on my way home and saw it, so went to have a look. There's not much happens in Hartlepool, especially as a young person... I had no idea what it was about until after arrest...It wasn't about racism. I was handed an egg and I threw it. It didn't hit or hurt anyone."

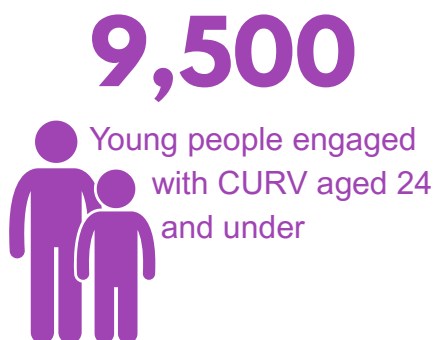
"I'd drank alcohol and saw a Facebook post about something going on in the town. Nothing ever happens in Hartlepool, so I went to see with my brother. I have ADHD and can be impulsive. I went down to have a look, got egged on to join in and got involved. I'm easily egged on. I was really drunk and wasn't thinking positively."

Reducing and Preventing Violent Crime



CURV – Cleveland’s violence reduction partnership - was established in 2022 to explore innovative solutions to prevent and divert people at risk of becoming involved in violent crime.

CURV also supports statutory partners to identify long-term, sustainable interventions and strategies to reduce violence over the long-term.



In March 2025, CURV secured an additional £1.1m from the Home Office to continue its work for a further 12 months.

Youth custody suite

In July 2024, the UK’s first Youth Custody Suite was opened in Middlesbrough, in a partnership between CURV, Cleveland Police and South Tees Youth Justice Service.

The aim of the trauma-informed custody suite is to minimise a child’s exposure to the custody environment while providing additional support to assist the young person’s needs.

The initiative has attracted attention from the College of Policing, national academic institutions and other police forces across the country, who want to learn from its innovative approach.



Navigators in custody

The CURV partnership funds a custody navigator scheme to support people involved in – or at risk of – serious violence whilst detained in police custody and once they are released into the community.

Navigators work with young people during a ‘reachable, teachable’ moment in their lives, helping them with issues such as substance misuse, housing, education and employment.

Since August 2023, 1,441 young people have been supported by the navigators’ programme.

Out of the 397 first-time arrestees, 90% did not go on to reoffend.

"It's like a blessing in disguise because actually getting to speak with someone has properly helped me to realise what I want in my life."

Young person on custody navigator scheme

Over £500,000 invested in anti-violence interventions

During 2024-25, CURV invested £650,000 in anti-violence projects and initiatives, whether through the commissioning of services or providing grants to community organisations including:

- **Ask for Angela** - Cleveland achieved a 75% success rate across licensed premises being tested for their response to the Ask for Angela safety scheme.
- **Stockton Street Angels** - Recruited a team of volunteers to care for vulnerable people on a night out in Stockton Town Centre.
- **Crucial Crew** - Over 1,200 primary school children from Hartlepool attended a multi-agency event to learn how to stay safe. This included knife crime awareness sessions from St John Ambulance.
- **Operation Makesafe** - Supported training to help hospitality staff in Cleveland to spot the signs of child sexual exploitation (CSE).
- **Bleed Cabinets** - Over 120 night-time economy stakeholders were trained in the use of bleed cabinet kits – used to stem a catastrophic bleed. A total of 19 cabinets are accessible to the public across Cleveland.
- **Community Resilience** - A total of £30,000 was allocated to organisations to support projects empowering the voice of the community in two high-crime wards.
- **MFC Kicks** - Delivered 43 football sessions in a Clear, Hold Build area in Stockton, reaching 130 people between the ages of 19 and 24.

Cleveland Knife Crime Summit

In March 2025, CURV hosted a Knife Crime Summit which brought organisations together to consider ideas and strategies to reduce the harm caused by knife crime.

Attendees represented a wide range of local organisations, public bodies and businesses. They heard from a range of inspiring speakers, including:

- Pooja and Nikita Kanda – Campaigners for Ronan's Law to ban ninja swords
- Karyn McCluskey – Chief Executive of Community Justice Scotland
- Policing Minister Dame Diana Johnson

Ideas generated during workshops were then used to develop a Cleveland-wide Knife Crime Action Plan.



Tackling Antisocial Behaviour

9,000 hours of additional patrols in hotspot locations

In February, the PCC secured a £1.4m investment from the Home Office to deliver additional hotspot patrols in Cleveland, following a successful pilot the previous year.

Between April 2024 and March 2025, 8,966 hours of additional, high-visibility patrols were conducted in antisocial behaviour (ASB) and serious violence hotspots.

It was first time two patrol schemes were combined – ASB patrols conducted by local authority street wardens and serious violence patrols conducted by Cleveland Police.

Other results include:



191 incidents of vehicle ASB



119
instances of
information
sharing



190
ASB incidents

Immediate Justice

A key objective of the national Antisocial Behaviour Action Plan was to see perpetrators face swift and visible justice for their actions.

Immediate Justice was introduced to allow people taking part in ASB to pay communities back through unpaid work, restorative activities and repairing the harm they've caused.

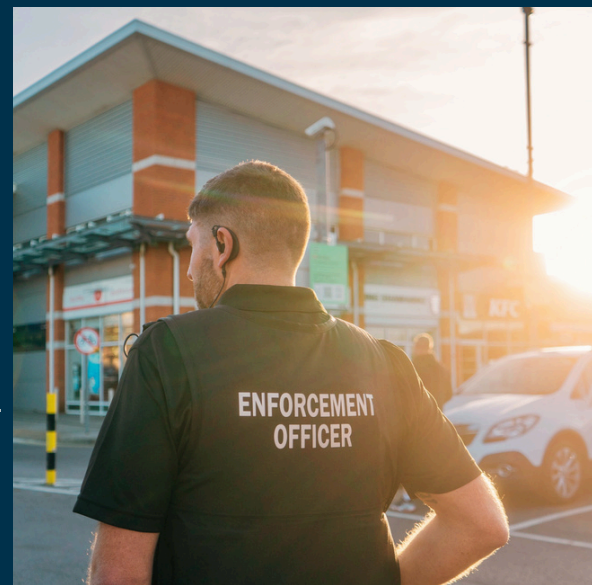
During 2024-25, there were 110 Referrals to Immediate Justice.

The youth version of the Immediate Justice scheme, known locally as 'Making Good', was designed to offer child-appropriate ways for offenders of ASB to make amends.

The scheme, delivered by youth justice services, aimed to show young people that it is more satisfying to do something good and care for the community than to become involved in ASB.

The PCC secured £600,000 of Government funding and had the following results:

- 107 children aged 10 to 17 were referred to Making Good during 2024-25
- Most of the referrals were made for 12 and 13-year-olds
- Stockton Youth Justice Service made the most referrals throughout the year





MFC Kicks Premier League Kicks

2025 marks a decade of partnership between Middlesbrough Football Club Foundation's MFC Premier League Kicks and Cleveland OPCC.

The programme uses sports training and the brand of a professional football club to engage with eight to 18-year-olds in areas with high levels of antisocial behaviour and crime. Sessions involve coaching in a range of sports, including football, together with workshops on targeted issues such as the consequences of actions and healthy eating.

During 2024/25, MFC Kicks engaged with more than 3,000 young people. Highlights included players from Middlesbrough men's and women's first teams visiting a session at Teesside University. The players' presence at the knife crime session helped boost the profile of the issue.

Off-road bikes

The PCC listens to residents across Cleveland about the issues of off-road bikes, being used in an antisocial way and ridden dangerously and illegally through our communities.

He has been assured that there has been a significant increase in operational policing action to address nuisance riders.

Officers continue to enhance their ability to share intelligence, identify riders through the use of drones and build confidence in communities to report incidents.



Since January 2025 Cleveland Police has seized 73 bikes and crushed 69 – with many more to come.

All bikes need to be claimed legally with valid insurance, tax and driving licence or they will be crushed.

Previously, bikes were auctioned off, but issues arose with their resale and subsequent misuse.

We regularly encourage the public to share any information regarding off-road bikes with Cleveland Police by calling 101 or submitting any footage or images through the COPA app.

Supporting Victims of Crime and Antisocial Behaviour

Victim support services

Victim support services in Cleveland continue to work incredibly hard to deliver high-quality guidance, advice and support to victims of crime and ASB.

Despite levels of recorded crime reducing in our communities, the demand for services continues to grow. Over the last financial year:

10,070

New victims accessed victim support services

19,195

Total number of victims supported across Cleveland

650

Victims reported to the police following engagement with a support service

Victim Care and Advice Service (VCAS) Case Study

A resident from Redcar, who faced persistent noise and threats from a neighbour. After a needs assessment, a Victim Care Officer provided emotional support, coordinated a multi-agency response, and arranged a personal alarm. This led to formal warnings issued to the neighbour.

She said: "They helped take the stress off me many times... VCAS truly embody the quote 'Be a rainbow in someone else's cloud.'"

Financial Fraud Advocates (FFAs)

Since January 2025, the PCC has joint-funded the pilot Financial Fraud Advocates (FFA) scheme.

Delivered by local charity Safer Communities, the scheme aims to:

- Help victims of fraud recover financial losses;
- Reduce the risk of repeat victimisation;
- Improve physical and emotional welfare;
- Improve levels of satisfaction with services.

Within the first six months of 2025, the advocates had:



£289,587

Recovered refunds for fraud victims



Filed a further

£442,678

of claims with banks, financial institutions and the Financial Ombudsman

As a result, both the PCC and trading standards departments of all four Cleveland Councils have agreed to extend funding until December 2026.

Restorative Cleveland

Cleveland's restorative justice service is commissioned by the OPCC and delivered by Safer Communities.

Restorative justice gives victims the chance to communicate with their offenders and explain the true impact of their crime.

In the past year, Restorative Cleveland has:



The project played a key part in Cleveland's recovery after last summer's disorder by:

- Working with community and faith groups to facilitate restorative justice
- Helping to build bridges between individuals and communities
- Supporting people moving back into the community from prison

A service user said:

"I am forever grateful for the support and opportunities yourself and restorative justice has offered and provided"

Complex Exploitation Team (CET) Worker

Supported by funding from the PCC, a specialist worker from children's charity Barnardo's is embedded within Cleveland Police's Complex Exploitation Team.

After gaining the trust of the young person, the CET worker helps facilitate police investigations and provides support for the victim and their families.

During 2024/25, the worker organised 49 one-to-one meetings with children and conducted 102 home visits/contacts with families.

These partnership arrangements were highlighted as good practice by His Majesty's Inspectorate of Constabulary (HMICFRS) in their National Child Protection Inspection of Cleveland Police.

CET Team Case study

A 14-year-old boy was referred by the ambulance service after being found unconscious and under the influence of drugs. There were concerns that his friendship group contained elements of coercion and criminal exploitation.

As a result of working with the boy and his mum, the CET worker was able to help build up intelligence and information for the police, as well as providing support for the young person and his family.

Tackling Violence Against Women and Girls

Perpetration Strategy

During 2024-25, the PCC and his team led the development of a Tees-wide Domestic Abuse Perpetration Strategy.

Co-produced by partners across Cleveland, the new strategy aims to identify perpetrators earlier and address behaviours that contribute to the occurrence of domestic abuse.

The strategy's key priorities are to:

- ✓ **Prevent** – by encouraging people to recognise, respond and refer concerns as early as possible;
- ✓ **Protect** – by identifying perpetrators and holding abusive behaviour to account
- ✓ **Pursue** – by using protective measures to disrupt and prosecute perpetrators.



The launch of the strategy took place in April 2025 and was attended by Micala Trussler, whose fifteen-year-old daughter Holly was murdered by her ex-boyfriend in 2023.

White Ribbon Campaign

To mark 16 Days of Activism to end Violence against Women and Girls (VAWG) the OPCC shared positive messages. Male role models from across Cleveland showed their commitment to end VAWG during November and December 2024.

The social media-based campaign reached over 15,200 users on Facebook alone.

The PCC also made a commitment to make his office a 'White Ribbon' organisation.

The OPCC team are working towards the nationally recognised accreditation, which involves demonstrating a sustained commitment to preventing male violence against women through internal policies, training and overall organisational culture.

Staff will be upskilled in making positive change and developing strategies to make a difference.



Supporting Victims of Stalking

In partnership with the Suzy Lamplugh Trust – a national stalking charity – we continue to fund two Independent Stalking Advocate Caseworkers (ISACs).

ISACs work closely with police, victims' services and partners to support Stalking Protection Order applications and make sure appropriate advocacy support is provided to victims. During 2024/25 a total of **89** victims were supported by the ISACs in Cleveland.

Continued specialist support for victims of domestic abuse

We continue to commission several domestic abuse agencies across Cleveland, to ensure victims have access to the specialist support, guidance and counselling they need to recover from abuse.

The OPCC commissions Harbour, My Sister's Place, EVA Women's Aid and the Halo Project to deliver high-quality support to victims of domestic abuse, coercive controlling behaviour and illegal cultural harms.

15,330

Total of number of victims supported

575

Victims who reported to police after accessing support

729

Victims who reported improved ability to recover after accessing support



Supporting people affected by sexual violence

Over the course of 2024/25, 1,015 people were referred to Teesside Sexual Assault Referral Centre (SARC), which provides victims of rape and sexual assault with immediate crisis support, forensic examination when required and referrals for emotional and practical support.

The Independent Sexual Violence Advocate (ISVA) service delivered by Arch Teesside received 732 referrals, an 18% increase on the year before. There was a 12% increase in the number of clients accessing support, from 1902 in the previous year to 2139 this year. Take up of the ISVA service is high, with 96% of clients engaging with support after an initial assessment.

Independent Sexual Violence Advocate Case Study

"My ISVA saved my life. When I reported to the police, my ISVA chased and chased my case for the nearly two years... She talked me through everything and helped me understand the system."

"She was a massive part of my recovery and was more than just an ISVA. She was a shoulder to cry on, someone to rant to, to help get my frustrations out about the situation I was in and most importantly someone I could go to for anything – who would be there for me, with no judgement."

Reducing Offending and Reoffending

Cleveland Divert

Divert is an out of court disposal scheme commissioned by the PCC and delivered by Cleveland Police and the Probation Service.



Successfully operating since 2018, the scheme aims to reduce reoffending by building bespoke programmes – or pathways - on which offenders can address the root causes of their offending. During 2024-25, Divert has:



Worked with **424** people - a 75.2% increase on the previous year.



Expanded the service's scope to address hate crime and possession of weapons offences



Received national and regional award recognition

Of those referred to Divert, more than 80% successfully completed the programme. 95.3% of people completing Divert do not re-offend within the first year. That compares to a Cleveland re-offending rate of 32.1%.

Divert Case Study

A homeless male was referred to Cleveland Divert after being found in possession of a knife during a mental health crisis.

His assessment highlighted several areas of concern including accommodation, mental health, substance misuse, employment and financial issues.

The male was referred to services to help him find suitable accommodation, seek support for substance misuse and find stable employment.

Youth Triage

The PCC commissions Youth Offending Services in Hartlepool, Middlesbrough, Redcar & Cleveland and Stockton to deliver a 'youth justice triage' programme.

Youth Triage aims to prevent young people, aged 17 years and under, entering the criminal justice system. Instead of being prosecuted for low level offences, Youth Justice workers deliver a series of targeted needs-based and restorative interventions aimed at making sure young people stay out of trouble.

During 2024/25, the service received referrals for more than 240 young people, delivering more than 1,000 tailored interventions. These interventions most commonly focused on offending behaviour, victim awareness, education and employment support.

Project ADDER

Project ADDER (Addiction, Diversion, Disruption, Enforcement and Recovery) was a Home Office-led initiative that ran from 2020 to 2025.

Cleveland Police was one of just 13 forces selected to test new approaches to cut drug-related offending and deaths, with a focus specifically on the Middlesbrough area.

As Chair of the Cleveland Combatting Drugs Partnership, the PCC invested £375,000 in Project ADDER between 2023 and 2025.

During 2024-25, Project ADDER resulted in

548
arrests



1,551
drug seizures



560
weapons
seized



84
organised crime groups
disrupted, including two
major operations



Employment

The PCC is a strong advocate for the employment of ex-offenders. He believes stable homes and employment are the best ways to keep people out of prison and prevent re-offending.

Over the past year, Matt made several visits to build his knowledge and inform his campaigning, including:

- Attending the Employment Advisory Board at Kirklevington Prison
- Acting as guest speaker on the panel at the North East Chamber of Commerce's Connecting Businesses and People event



Celebrating Five Years of Safer Streets

Safer Streets 5

The fifth – and final - Safer Streets programme in Cleveland ran for 18 months and ended in March 2025.

The programme invested £1m in target areas close to town centres in Middlesbrough, Stockton-on-Tees and Hartlepool.

Safer Streets was a partnership project managed by the OPCC and delivered by local authorities, police, fire brigade, housing associations and the voluntary, community sector.

During the fifth Safer Streets project:



Efforts helped to reduce antisocial behaviour by:

- 32% in Victoria ward (Hartlepool)
- 38% in Town Centre and parts of Ropner wards (Stockton-on-Tees)
- 25% in Central, Longlands and Beechwood wards (Middlesbrough)

There were also reductions in neighbourhood crime and environmental antisocial behaviour, including fly-tipping.

Five Years of Safer Streets

Since 2020, Cleveland OPCC has been successful in securing funding from every Safer Streets fund made available by the Home Office.

This has allowed an investment of more than £3.4m in all four of Cleveland's boroughs – with eight neighbourhoods specifically targeted with crime reduction measures and activity.

Multiple partner organisations have worked across some of the most challenging areas of Cleveland to reassure residents, protect properties and build community resilience.



Since 2020, the Safer Streets programme has delivered:


154+
CCTV cameras


177+
empty properties
fitted with screens


76 traffic calming
measures including kick
rails and concrete “lego”
blocks


Hundreds of home
security packs given


291+
improvements to
alley gates


168+
new street lights



Governance, Scrutiny and Accountability

The Commissioner's Scrutiny Programme

The PCC delivers a firm, fair and robust standards and scrutiny programme which adheres to the Centre for Governance and Scrutiny's principles. They are as follows:

- Provide constructive "critical friend" challenge
- Amplify the voice and concerns of the public
- Be led by independent people who take responsibility for their role
- Drive improvement in public services.

At monthly meetings with Cleveland Police's senior officers and staff, the PCC highlights topics of public concern and sets questions that seek to understand the force's plans to respond and tackle these issues.

There are other well-embedded effective checks and balances at the PCC's disposal, in addition to the monthly scrutiny meetings.

Matt uses the below methods to consider whether the community's needs are met as effectively as possible, that standards are met and accountability is upheld, This is in order to build local relationships and public trust.

Weekly Police and
Crime Commissioner
and Chief Constable
meeting

Seeking informal
assurances from police
and partners

Independent Custody
Visitors

Independent
Ethics
Committee

Joint Audit
Committee

Force Control
Room Logs

Scrutiny Panels

Since May 2024, the PCC has scrutinised the force on the following topics:

Date	Topic	Assurance
April 2024	Complaints: Themes and trends	ASSURED
June 2024	Neighbourhood Policing	PARTLY ASSURED
July 2024	Strategic Policing Requirement	ASSURED
September 2024	Use of Out of Court resolutions	PARTLY ASSURED
October 2024	Retail Crime	ASSURED
November 2024	Police Race Action Plan	ASSURED
December 2024	Stalking	ASSURED
January 2025	Violence Against Women and Girls (VAWG)	ASSURED
February 2025	Right Care Right Person	ASSURED

The outcome of scrutiny is categorised on the following basis:

Assured – the information presented provided in-depth answers to the PCC’s questions and performance is following a positive direction of travel.

Partly Assured – the information presented has provided in-depth answers. However current performance indicators and or the direction of travel does not allow for the PCC to be fully assured.

Not Assured – the information presented and the performance indicators and/or the direction of travel do not allow the PCC to be assured.



Police complaints

Since 2022, a team within the OPCC has initially handled complaints and expressions of dissatisfaction about Cleveland Police and its officers.

During 2024/25 the Resolution Team have dealt with 2,109 complaints and 68 reviews. They have successfully maintained their Customer Excellence accreditation in 2024/25, improving on the previous year's grading by advancing from 'Compliance' to 'Compliance Plus'.

The team continued to demonstrate strong performance in promptly logging and contacting complainants, consistently providing reasonable outcomes or clear explanations in response to concerns raised.

Police Complaints	Cleveland	National Average
Time to finalise complaints	15 Days	20 Days
Time to provide an outcome for a complaints review	7 Days	48 Days

Independent Custody Visitors (ICVs)

The Independent Custody Visiting (ICV) scheme is a statutory initiative designed to provide independent oversight of the treatment and welfare of people held in police custody.

Under the scheme, trained volunteers - completely independent of the police - make unannounced visits to custody suites to ensure that detainees are being treated fairly, with dignity and in line with legal requirements. Their findings contribute to greater transparency and public confidence in local policing.

In Cleveland, the scheme is supported by nine dedicated volunteers, who conducted 39 visits to custody suites during the 2024/25 financial year:

- 21% of detainees were offered a visit
- Of those offered, 86% accepted the opportunity to speak with an ICV

The scheme is assessed under the Independent Custody Visiting Association's (ICVA) Quality Assurance Framework, which evaluates schemes nationally against a range of performance standards.

Cleveland's ICV scheme was proud to receive the Silver Award for the second consecutive year—recognising its ongoing commitment to independent scrutiny, the protection of detainees' rights, and the promotion of public trust.

Custody Detention Scrutiny Panel

In response to a series of national independent reviews, this year saw the establishment of the Custody Detention Scrutiny Panel.

The panel was created to strengthen oversight of detention practices and ensure accountability around both effective procedures and areas requiring improvement in the care of detainees.

The panel provides a forum to review and improve practices within custody settings.

Key areas of scrutiny have included:

- The use and appropriateness of strip searches in custody
- Incidents classified as 'near misses', exploring the circumstances surrounding them, their handling, and how they were recorded

Through this work, the panel supports continuous improvement in the treatment and safeguarding of individuals in police custody.



Joint Independent Audit Committee

The Audit Committee is responsible for enhancing public trust and confidence in the governance of the Office of the PCC and Cleveland Police. It also assists the PCC in discharging statutory responsibilities in holding the Police Force to account. This is achieved by;

- Advising the OPCC and Chief Constable of Cleveland Police according to good governance principles
- Providing independent assurance on the adequacy and effectiveness of the OPCC and Cleveland Police internal control environment and risk management framework
- Overseeing the effectiveness of the framework in place for ensuring compliance with statutory requirements
- Independently scrutinising financial and non-financial performance
- Overseeing governance and monitoring of governance within the organisation
- Overseeing the financial reporting process

The Chair of the Joint Audit Committee also provides an annual report to the PCC.

Independent Ethics Committee

Over the past 12 months, the Independent Ethics Committee has reviewed and debated a range of topical and ethically sensitive issues relating to policing standards and public accountability.

Key areas of discussion have included:

- Compensation for officers delayed while on duty-related travel, particularly relating to train delays and associated impact on work commitments
- Anonymisation of names in misconduct cases, balancing transparency with privacy and data protection considerations
- Use of the social media platform X (formerly Twitter), including conduct, tone, and appropriateness of police engagement on social channels
- Policies governing sponsorships from external companies, with a focus on ethical alignment, reputational risks, and transparency
- These discussions continue to shape ethical decision-making, reinforce public trust, and guide policy development across Cleveland Police and the Office of the Police and Crime Commissioner.

Meeting the Strategic Policing Requirement

The Strategic Policing Requirement (SPR) sets out the Home Secretary's view of what the current national threats are, and the national policing capabilities needed to counter those threats. The Police and Crime Commissioner considered the Strategic Policing Requirement (SPR) when developing his Police and Crime Plan. These threats are:

- Violence Against Women and Girls (VAWG)
- Terrorism
- Serious and Organised Crime (SOC)
- National Cyber Incidents
- Child Sexual Abuse
- Public Disorder
- Civil Emergencies

The Chief Constable is responsible for having due regard to both the Police and Crime Plan and the Strategic Policing Requirement when exercising their functions, and the Police and Crime Commissioner holds the Chief Constable accountable for doing so.

Both at national and regional level, PCCs and respective Chief Constables collaborate across several specialist areas of policing, to increase efficiency and effectiveness and to meet their obligations under the Strategic Policing Requirement (SPR). In Cleveland, formal collaborations are in place to tackle serious and organised crime, counter terrorism and deliver specialist capabilities including police air support and firearms training.

VAWG

Cleveland Police has included VAWG in its Strategic Plan and has a strategic lead who is responsible for the delivery of a six-point VAWG action plan. As well as having dedicated police units, the force has held partnership conferences and delivered training for officers on VAWG.

Terrorism

Local officers work with Counter Terrorism Policing North East to prevent or respond to terrorism and extremism. Cleveland Police has a strategic lead within the Prevention Command and work is undertaken to ensure robust, regularly exercised, response plans are in place.

Serious and Organised Crime

As well as using the expertise of the North East Regional Organised Crime Unit (NEROCU) and the National Crime Agency (NCA), Cleveland Police has its own Organised Crime Unit and uses Matrix teams to reduce and eradicate emerging threats of serious and organised crime.

Scrutiny

To meet his statutory responsibilities, the Police and Crime Commissioner (PCC) holds an annual Scrutiny Meeting with a specific focus on the requirements of the Strategic Policing Requirement (SPR).

At the Scrutiny Meeting held on 9 July 2024, the PCC received evidence regarding Cleveland Police's capability and preparedness to meet the obligations set out under the SPR. This scrutiny provided an opportunity to:

- Hold the Chief Constable to account for the effective delivery of policing functions linked to the SPR
- Seek assurance that the Force has appropriate, proportionate, and effective responses in place for each of the identified national threats
- Inform the development of the Police and Crime Plan and Annual Report by ensuring these documents give due regard to the SPR threat areas

Following consideration of the evidence presented, the PCC was assured that the Force is appropriately aligned with the national priorities and meets the expectations set out in the SPR.

National Cyber Incidents

The NEROCU's cyber crime team works proactively and reactively on significant cyber investigations. Cleveland Police also has its own Cyber Unit and a Digital Tactical Advisor to reduce the risk Cleveland's communities face from online crime.

Child Sexual Abuse

The force's Child Abuse and Vulnerable Adults (CAVA) Unit specifically looks at child abuse and it has an organisational lead for Child Sexual Abuse. Cleveland Police is regularly inspected by HMICFRS on child protection and safeguarding. When shortcomings are identified, the PCC expects the force to act quickly to implement recommendations and make improvements.

Public Disorder

The force's capabilities to respond to public disorder are reviewed on a monthly basis. An annual risk assessment is undertaken to assess how the police prevent and respond to public disorder. Consideration is being given as to how the force will implement the recommendations of HMICFRS' inspection of the police response to the violent disorder during July and August 2024.

Civil Emergencies

Cleveland Police works closely with the Cleveland Local Resilience Forum (LRF) to prepare for emergencies. The LRF is a multi-agency partnership made up of representatives from local public services, including the emergency services, local authorities, the NHS, the Environment Agency, and others. Cleveland Police uses national frameworks and measures to locally assess risk, plan, prepare and test responses to emergencies.

Engaging with Communities

Since being elected, the PCC has spent as much time as possible listening to communities, local businesses, partner organisations and people affected by crime. During his first year in office, Matt spoke with thousands of people at **over 80** public engagements, focus groups or meetings.

The PCC has also finalised his Community Engagement programme, **Shape Your Safety**, which sets out how he will seek the views of a wide range of people on the crime, safety and justice issues that matter to them.

Matt commits to engaging regularly with:

- **The public** - to visit every one of the 82 wards in Cleveland at least once a year
- **Young people**
- **Partners and stakeholders**
- **Underrepresented groups**
- **People with lived experiences** - both as victims and offenders of crime
- **Cleveland Police officers, staff and volunteers**

Shape Your Safety: Young Voices

In February and March 2025, the PCC hosted Shape Your Safety: Young Voices events in four colleges across the Cleveland area. The events were designed to be an interactive and engaging way to capture the voices of young people across Teesside on four key issues:

- Knife Crime
- Violence Against Women and Girls
- County lines, drugs and gangs
- Online Safety

Young people were split into groups and asked to research one of the topics above, before developing their solution to the problem and presenting it to a room of professionals, politicians and their fellow classmates.

Almost 160 young people had their ideas captured over the four events and these thoughts and feelings were brought together in a report, which will be used to inform the future policy and commissioning activity of the OPCC – and other public services across - the Cleveland area.



Youth Advisory Group

Cleveland Youth Advisory Group (YAG) is delivered by local youth service, The Junction.

The aim is to bring together young people from Cleveland aged 12-18 years to capture their voices and perspectives on community safety, policing and justice, to help inform policy development, police strategies and commissioning activity.

In the last year, the YAG has:

- Provided their views to a Superintendent on how police are tackling Violence Against Women and Girls. The members shared their thoughts and views on gaps within services and the need for more education to address the issue.
- Taken part in a Stop and Search scrutiny session, by watching a body-worn video clip of police officers conducting a stop and search. The young people shared their views on whether they felt the officers had behaved lawfully and proportionately.
- Had their say on the OPCC's projects to reduce reoffending in Cleveland. Members shared their thoughts on tackling reoffending, such as the need for more drug treatment services.
- Shaped the Police and Crime Plan with the Police and Crime Commissioner.

Public Transport Survey

Cleveland Unit for the Reduction of Violence (CURV) conducted a six-week survey to explore how safe people feel on public transport across the area's four boroughs.

Almost a thousand people took part in the short survey, which revealed the following insights:

- Most respondents felt unsafe travelling at night, particularly by bus. Those fears were greater amongst women.
- Passengers frequently experienced or witnessed antisocial behaviour on buses and trains – and at stations and stops.
- Physical and sexual harassment were also reported to be committed by those under the influence of drugs or alcohol.



Respondents said they wanted to see more staff, stricter policies on abusive passengers, tougher penalties and better surveillance to make them feel safer.

Feedback from the survey will inform delivery of the new Town Centre Violence Reduction Action Plan

Lobbying and Campaigning

Fairer Funding for Cleveland

One of Matt's first actions when he took office was to launch a campaign to ask the Government for a fairer funding formula for policing and victim services in Cleveland.

Cleveland suffers the same levels of deprivation and crime as large, Metropolitan areas like West Yorkshire or the West Midlands. But its funding is allocated based on its small geographical size, without recognising the need of communities or demand on public services.



Matt has urged the Government to amend the outdated funding formula to ensure Cleveland Police is properly equipped to deal with its high demand. Investment in victim support services in the area reflects local need.

In December 2024, the PCC wrote to the Government urging them to maintain dedicated funding for several complex, historical investigations Cleveland Police are currently managing.

In February 2025, the PCC and the Chief Constable highlighted Cleveland's funding challenges to Policing Minister Dame Diana Johnson on her visit to the Cleveland area.

In March 2025, the PCC attended a roundtable discussion with the Chief Secretary to the Treasury, Darren Jones MP, on funding for the Government's Safer Streets mission.

Proceed without Caution

Matt has also backed a campaign asking for historic convictions for sex work to be exempt from disclosure to future employers.

The Proceed without Caution campaign led by the English Collective of Prostitutes (ECP), focuses on the detrimental impact of criminal convictions on the lives of sex workers.

Matt wrote to Minister for Safeguarding and Violence Against Women and Girls, Jess Phillips and Justice Secretary Shabana Mamood supporting the campaign

In the latest report by the ECP, over two-thirds of the women interviewed said that a sex work-related conviction had been the reason they found it hard to leave sex work and gain employment in civil society.

Finance

The PCC received £202.1m worth of revenue funding in 2024/25, of which £184.1m was spent by Cleveland Police. A further £5.1m was provided to support capital expenditure by the Force.

In 2024/25, the overall budget available to the PCC over spent by £1.5m, which is 0.7% of the overall income received in year. This is after required transfers into reserves and what was needed to be set aside to fund capital expenditure.

This overspend resulted from higher costs within the Force for Major Incidents, Medical and Injury Pensions and higher costs relating to insurance and the need to increase the insurance provision.

The 2024/25 overspend has been funded from reserves specifically set aside for these reasons.

This does however create potential challenges going forward as each of these reserves has no capacity to absorb any additional costs.

Funding Breakdown 2024/25	Actual £000's	%
Government Core Funding	(117,013)	57.9%
Police Element of your Council Tax bill	(51,284)	25.4%
Government Specific Grants	(26,052)	12.9%
Other Income	(7,754)	3.8%
Total Funding	(202,103)	100%
Salary Costs	144,178	71.3%
Other non Salary employee costs	2,076	1.0%
Police Injury Pension Costs	5,462	2.7%
Premises costs	4,870	2.4%
Supplies and services	25,032	12.4%
Transport costs (including fuel)	2,441	1.2%
Cleveland Police Total	184,059	91.1%
Office of the Police and Crime Commissioner	1,121	0.6%
Commissioner Services and Corporate Costs	7,144	3.5%
PFI Contracts and Asset Management Costs	9,755	4.8%
Total Expenditure	202,078	100%
Budgeted transfer to earmarked reserves and Capital	1,524	0.8%
Total Expenditure and budgeted reserves transfers	203,603	100.7%
Deficit on the Provision of Services	1,500	0.7%

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