

Police and Crime Plan
Delivery Performance
Summary

2024-2025

Quarter 2





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 Sept 2022	12 months Sept 2023	12 months Sept 2024	Volume change v's previous 12 months	% Change on previous 12 months
Number of 999 calls received	113,176	121,752	113,266	- 8,486	-6.9%
% 999 calls answered within 10 seconds	85.7%	87.7%	89.2%	+1.5pts	-



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.

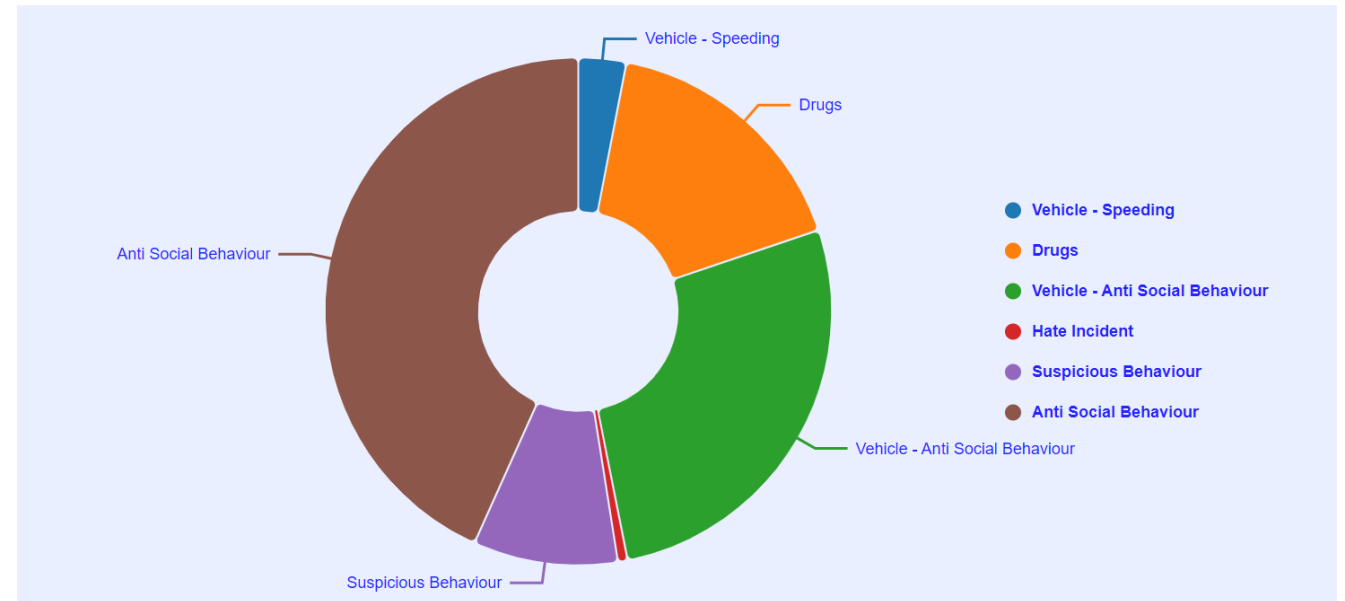
Performance measures	12 months Sept 2022	12 months Sept 2023	12 months Sept 2024	Volume change v's previous 12 months	% Change on previous 12 months
Number of non-999 calls received	224,337	221,164	208,698	-12,466	-5.6%
% of non-999 calls answered within 2 minutes	64.3%	67.9%	84.6%	+16.7pts	-



COPA Reporting App

- As at the end of September 2024, the COPA app had been downloaded 12,409 times. This figure represents a 42.6% increase compared to the same period last year.
- Since its launch the app has been used:
- Over 6,000 times to reports matters to the Police or other external partners concerning asb, drugs and vehicle nuisance.
- Over 730 times to access victim support information.
- Over 1,200 time to access Crimestoppers

Total Reports By Type





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 Sept 2022	12 months Sept 2023	12 months Sept 2024	Volume change v's previous 12 months	% Change on previous 12 months
Total recorded crime	79,481	82,023	74,366	-7,657	-9.3%
Theft from person	536	453	280	-173	-38.1%
Residential burglary	3,497	4,050	3,131	-919	-22.6%
Vehicle crime	4,075	4,491	4,222	-269	-5.9%
Robbery	857	914	830	-84	-9.1%
Total neighbourhood crime	8,965	9,908	8,463	-1,445	-14.5%



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 Sept 2022	12 months Sept 2023	12 months Sept 2024	Volume change v's previous 12 months	% Change on previous 12 months
Anti-social behaviour incidents – police	18,692	18,074	17,027	1,047	-5.7%



Designing out opportunities for Crime and ASB – Stockton

Safer Streets

- As part of the Safer Streets 5 programme, £331,000 of investment has been made in Portrack and Tilery areas of Stockton Town Centre as well as parts of Ropner ward.
- Funding has supported:
 - Installation of 10 CCTV cameras
 - Installation of extra street lighting
 - Distribution of target hardening containing home security measures including window locks, doorbells fitted with cameras, solar motion sensor lights and plug-in timers.
 - Installation of metal railings Ouseport and Devonport Roads have been fitted to prevent quads and motorbikes accessing spare ground and closed off 40 potential vehicle access routes.
- Since Safer Streets 5 started in the Portrack and Tilery areas of Stockton Town Centre and parts of Ropner ward, incidents of antisocial behaviour (ASB) have reduced by 47%.





Equality, diversity and inclusion

Tees Valley EDI Awards

The Office of the Police and Crime Commissioner was nominated in the Public Sector category at the Tees Valley EDI Awards.

We were delighted to be nominated for the communications and engagement work we conducted following the violent disorder in Hartlepool and Middlesbrough over the summer.

Our activity following the disorder included:

- The PCC visited diverse groups across Cleveland and made personal visits to victims in affected areas.
- Holding drop-in sessions for those requiring assistance to apply for the Riot Compensation scheme.
- Engaging with diverse communities via various digital platforms.
- Funding a Crimestoppers social media campaign to encourage identification of individuals involved.





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 Sept 2022	12 months Sept 2023	12 months Sept 2024	Volume change v's previous 12 months	% Change on previous 12 months
Domestic abuse crimes – police recorded	12,924	14,316	13,183	1133	-7.9%
Arrest rate	42.2%	40.3%	41.7%	+1.4pts	-
Repeat incident rate	44.9%	46.0%	44.1%	-1.9pts	-
Sexual offences – police recorded	2,614	2,677	2,553	-124	-4.6%
Rape offences – police recorded	1,015	979	896	-83	-8.4%



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 Sept 2022	12 months Sept 2023	12 months Sept 2024	Volume change v's previous 12 months	% Change on previous 12 months
Homicides	8	12	11	-1	-8.3%
NHS Sharps admission – all ages*	100	65	90	25	38.4
NHS sharps admissions – under 25 years*	30	20	15	-5	25%
Serious violence offences – all ages – police recorded	1,843	1,997	1,821	-176	8.8%
Serious violence offences – youth related – police recorded	626	648	521	-127	-19.5%
Knife/sharps enabled serious violence offences – all ages – police recorded	822	896	820	-76	-8.4%
Knife/sharps enabled serious violence offences – youth related – police recorded	313	342	257	-85	-24.8%

*12 months data up to June 2024



Reducing offending in Cleveland – Young People

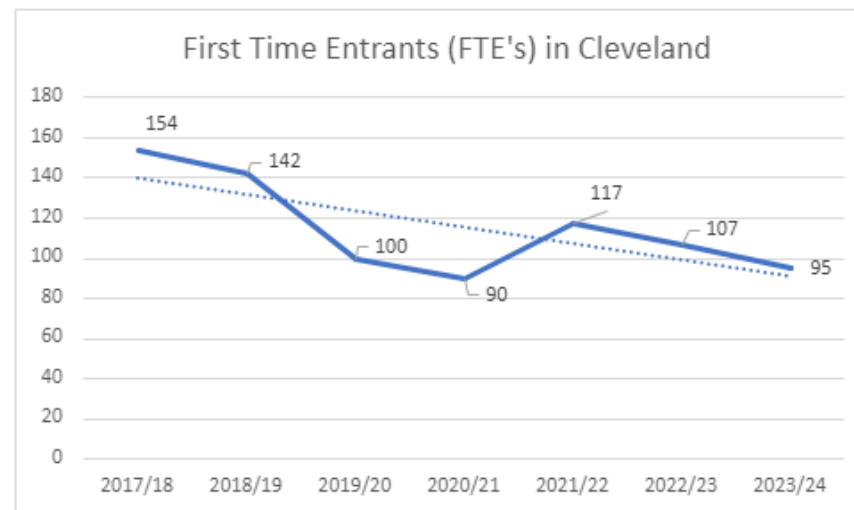
Youth Triage

The Police and Crime Commissioner funds the Youth Triage scheme.

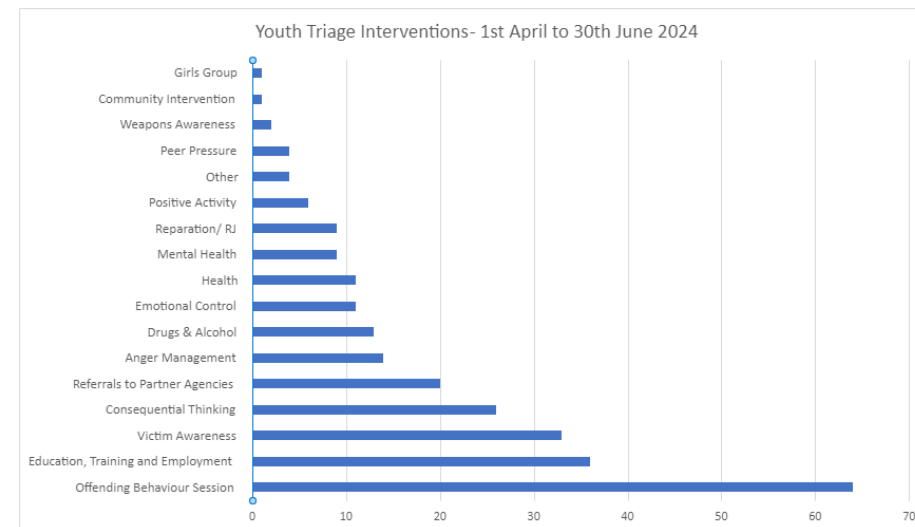
The scheme, which is run by Cleveland's three youth justice services (YJS) in partnership with Cleveland Police, aims to do the following:

- Reduce the rate of first time Entrants to the youth justice system;
- Lower re-offending rates;
- Provide a suite of 1:1 support to address the pathway issues driving offending behaviour (for example, mental health and relationships)
- Minimise avoidable custodial outcomes.

First-time Entrants to the Criminal Justice System are following a decreasing trend



Youth triage has delivered more than 350 interventions to young people during the current reporting period





Reducing offending in Cleveland – Adults

Cleveland Divert

- A joint initiative by Cleveland Police, Probation Service North East and the Office of the Cleveland Police and Crime Commissioner has won a prestigious, national award.
- Cleveland Divert was winner in the Learning and Development Programme of the Year category at the [Skills for Justice – Inspire Justice Awards](#).
- An expert panel of judges was impressed by the project's impact on cutting re-offending.
- Cleveland has one of the highest adult re-offending rates in England and Wales at 32.1%. That's 7.2 percentage points higher than the national average according to the Ministry of Justice.
- The rate for successful Divert participants is just 4%.
- Between April and September 2023, 73.1% (177) of the 242 referrals to Divert successfully completed the programme.





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%