



# SAFER HARTLEPOOL PARTNERSHIP AGENDA



**Friday 4 September 2020**

**at 10.00 am**

**in the Council Chamber,  
Civic Centre, Hartlepool**

**PLEASE NOTE: this will be a 'remote meeting', a web-link to the public stream will be available on the Hartlepool Borough Council website at least 24 hours before the meeting.**

**MEMBERS: SAFER HARTLEPOOL PARTNERSHIP**

**Responsible Authority Members:**

Councillor Moore, Elected Member, Hartlepool Borough Council  
Councillor Tennant, Elected Member, Hartlepool Borough Council  
Gill Alexander, Chief Executive, Hartlepool Borough Council  
Tony Hanson, Assistant Director, Environment and Neighbourhood Services, Hartlepool Borough Council  
Sylvia Pinkney, Interim Assistant Director, Regulatory Services, Hartlepool Borough Council  
Superintendent Sharon Cooney, Neighbourhood Partnership and Policing Command, Cleveland Police  
Chief Inspector Peter Graham, Chair of Youth Offending Board  
Michael Houghton, Director of Commissioning, Strategy and Delivery, NHS Hartlepool and Stockton on Tees and Darlington Clinical Commissioning Group  
Ann Powell, Head of Area, Cleveland National Probation Service  
John Graham, Director of Operations, Durham Tees Valley Community Rehabilitation Company  
Nick Jones, Cleveland Fire Authority

**Other Members:**

Craig Blundred, Acting Director of Public Health, Hartlepool Borough Council  
Barry Coppinger, Office of Police and Crime Commissioner for Cleveland  
Joanne Hodgkinson, Voluntary and Community Sector Representative, Chief Executive, Safe in Tees Valley  
Angela Corner, Director of Customer Support, Thirteen Group  
Sally Robinson, Director of Children's and Joint Commissioning Services, Hartlepool Borough Council  
Jill Harrison, Director of Adult and Community Based Services, Hartlepool Borough Council

**1. APPOINTMENT OF VICE CHAIR**

**2. APOLOGIES FOR ABSENCE**



**3. TO RECEIVE ANY DECLARATIONS OF INTEREST BY MEMBERS**

**4. MINUTES**

- 4.1 To confirm the minutes of the meeting held on 10 January 2020
- 4.2 To confirm the minutes of the meeting held on 20 March 2020

**5. PRESENTATIONS**

No items

**6. ITEMS FOR CONSIDERATION**

- 6.1 Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services  
Fire and Rescue Service Inspection 208/19 – Summary of Findings – *Chief Fire Officer – Cleveland Fire Brigade*
- 6.2 Hartlepool Community Safety Team – Neighbourhood Policing –  
*Representative from Cleveland Police*
- 6.3 Anti-Social Behaviour in Hartlepool – Final Report – *Chair of Audit and Governance Committee*
- 6.4 Draft Community Safety Plan 2020-2021 – *Assistant Director (Environment and Neighbourhood Services)*
- 6.5 Safer Hartlepool Partnership Performance – *Assistant Director (Environment and Neighbourhood Services)*
- 6.6 Safer Hartlepool Partnership Performance – *Assistant Director (Environment and Neighbourhood Services)*

**7. ANY OTHER BUSINESS WHICH THE CHAIR CONSIDERS URGENT**

FOR INFORMATION

Date of next meeting – Friday 13 November 2020 at 10.00 am



# **SAFER HARTLEPOOL PARTNERSHIP**

## **MINUTES AND DECISION RECORD**

10 January 2020

The meeting commenced at 2.00 pm in the Civic Centre, Hartlepool.

**Present:**

**Responsible Authority Members:**

Councillor: Shane Moore (In the Chair)  
Michael Houghton, NHS Hartlepool and Stockton on Tees and  
Darlington CCG  
Tony Hanson, Assistant Director, Regeneration and Neighbourhoods

**Other Members:**

Barry Coppinger, Office of Police and Crime Commissioner for  
Cleveland  
Sally Robinson, Director of Children's and Joint Commissioning  
Services  
Joanne Hodgkinson, Safe in Tees Valley  
Angela Corner, Thirteen Group

**Also Present:**

John Lovatt was in attendance as substitute for Jill Harrison and Ian  
Armstrong was in attendance as substitute for John Graham

Sue Schofield, Education Manager, Show Racism the Red Card

Officers: Rachel Parker, Community Safety Team Leader  
Denise Wimpenny, Principal Democratic Services Officer

### **39. Apologies for Absence**

Apologies for absence were submitted on behalf of Denise McGuckin, Director of Regeneration and Neighbourhoods, Hartlepool Borough Council, Jill Harrison, Director of Adult and Community Based Services, Hartlepool Borough Council, Peter Graham, Chair of Youth Offending Board, John Graham, Durham Tees Valley Community Rehabilitation Company and Ann Powell, Cleveland Area National Probation Service .

#### **40. Declarations of Interest**

None.

#### **41. Minutes of the meeting held on 22 November 2019**

Confirmed.

#### **42. Show Racism the Red Card Presentation** *(Representative from Show Racism the Red Card)*

##### **Issue(s) for consideration**

A representative from Show Racism the Red Card, who was in attendance at the meeting, provided the Partnership with a presentation in relation to the aims of the charity which was to educate young people about the causes and consequences of racism, help young people to play an active role as citizens in an increasingly multi-cultural society and to enable young people to develop good relationships and respect the differences between people regardless of their ethnicity, faith, culture or nationality. The presentation included an overview of partnership working arrangements, details of young people's education workshops, adult workshops, workshop outcomes together with workshop statistics. It was noted that since 1 April 2019 education workshop's had been delivered in two Hartlepool Primary Schools.

In the discussion that followed a Member expressed disappointment in terms of the low take-up in Hartlepool schools, feedback of which was queried. The Director of Children's and Joint Commissioning Services advised of the potential reasons that correspondence may not reach Head Teachers and agreed to distribute information on behalf of the charity to Hartlepool schools.

Partnership Members welcomed the work of the charity and the benefits as a result. The Police and Crime Commissioner spoke in support of the initiative and shared with the Partnership the positive experiences of classroom sessions he had observed and highlighted the excellent partnership working with football clubs in delivering anti-racism sessions in schools and was keen to see this continue. The representative commented on a recent anti-racism and hate crime event that had taken place in Middlesbrough with a school foundation trust where four schools had participated. The benefits of holding an event of this type in Hartlepool were highlighted to which the Police and Crime Commissioner expressed his support.

The Chair referred to recent negative press in Hartlepool around issues of this type and suggested that a Members' Seminar be held to raise awareness in this regard.

**Decision**

- (i) That the contents of the presentation and comments of Partnership Members be noted and actioned as appropriate.
- (ii) That the Director of Children's and Joint Commissioning Services share information with Hartlepool schools in relation to anti-racism workshops available to schools.
- (iii) That a Members' Seminar be arranged in relation to anti-racism.

**43. Neighbourhood Safety Group Update** *(Director of Regeneration and Neighbourhoods)***Purpose of report**

To provide the Safer Hartlepool Partnership with an update from the Neighbourhood Safety Group.

**Issue(s) for consideration**

The report provided background information regarding the purpose of the Neighbourhood Safety Group. The Group received updates from the Hartlepool Community Safety Team in terms of performance, workforce development and communications and had an action plan covering a number of work streams as set out in the report.

Members were provided with an update on the work of the Community Safety Team over the last 12 months which included details of changes to Neighbourhood Policing, staffing changes within the Community Safety Team, days of action at Oxford Road, Operation Sentinel, Elizabeth Way Shopping Parade Operation, Operation Grantham and Operation Roadrunner. Details of key engagement and enforcement activity for the period June to November 2019 was provided as well as additional activities and publicity campaigns.

The recently appointed representative from Thirteen Group expressed her interest in providing representation on the Neighbourhood Safety Group which the Assistant Director of Environment and Neighbourhoods agreed to share with the Chair of the Group.

**Decision**

- (i) That the work of the Hartlepool Community Safety Team be noted.
- (ii) That the interest of Thirteen Group to be represented on the Neighbourhood Safety Group be conveyed to the Chair of the Group.

#### **44. Any Other Items which the Chairman Considers are Urgent**

The Chairman ruled that the following item of business should be considered by the Committee as a matter of urgency in accordance with the provisions of Section 100(B) (4)(b) of the Local Government Act 1972 in order that the matter could be dealt with without delay.

#### **45. Any Other Business – Partnership Conference**

The Police and Crime Commissioner for Cleveland advised that the team were currently in the process of organising a Partnership Conference on 14 February in relation to serious violence and how they may secure additional resources.

##### **Decision**

That the information given be noted.

#### **46. Date and Time of Next Meeting**

The Chair reported that the next meeting would be held on Friday 20 March 2020 at 10.00 am.

The meeting concluded at 2.30 pm.

CHAIR

# **SAFER HARTLEPOOL PARTNERSHIP**

## **MINUTES AND DECISION RECORD**

20 March 2020

**Due to exceptional circumstances in relation to the COVID 19 global pandemic, it had been agreed that the meeting be cancelled pending receipt of the national guidance/legislation.**



# SAFER HARTLEPOOL PARTNERSHIP

4<sup>th</sup> September 2020



**Report of:** Chief Fire Officer – Cleveland Fire Brigade

**Subject: HER MAJESTY’S INSPECTORATE OF CONSTABULARY  
AND FIRE & RESCUE SERVICES  
FIRE AND RESCUE SERVICE INSPECTION 2018/19 –  
SUMMARY OF FINDINGS**

---

## 1. PURPOSE OF REPORT

- 1.1 For Information. To provide Members of the Safer Hartlepool Partnership with a summary of findings from Cleveland Fire Brigade’s Her Majesty’s Inspectorate of Constabulary and Fire & Rescue Services Inspection which took place in July 2019 (see **Appendix 1**).

## 2. BACKGROUND

- 2.1 As part of its reform agenda, the Government has introduced an independent inspection regime for Fire and Rescue Authorities in England– and the fire and rescue service they oversee. The inspections are delivered by Her Majesty’s Inspectorate of Constabulary and Fire & Rescue Services. The chief fire and rescue inspector and inspectors of fire and rescue authorities in England have powers of inspection given to them by the Fire and Rescue Services Act 2004, as amended by the Policing and Crime Act 2017.
- 2.2 The inspectorate considers how effective and efficient fire and rescue authorities are, how well they manage their people and whether they are fulfilling their statutory obligations. The inspectorate also highlights good practice and identifies areas where improvement is needed so that remedial or constructive action can be taken.
- 2.3 The outcomes from the ‘first and second tranches’ of inspections for 2018/19 were reported to Cleveland Fire Authority Members in January and July 2019 respectively. The final ‘third tranche’ of inspections were published in December 2019. These were undertaken in 15 fire and rescue services namely: Buckinghamshire, Cleveland, County Durham and Darlington, Cumbria, Derbyshire, Devon and Somerset, East Sussex, Essex, Gloucestershire, London, North Yorkshire, Staffordshire, Suffolk, South Yorkshire and West



Yorkshire. A summary of the grades given to those fire and rescue services are set out in the table below with the full results from those inspections being available from the Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services website.

Judgement Area	Number of Fire and Rescue Services			
	Outstanding	Good	Requires Improvement	Inadequate
Effective	0	10 Includes CFB	5	0
Efficiency	0	9 Includes CFB	6	0
People	0	7 Includes CFB	8	0

### 3. CLEVELAND FIRE BRIGADE'S INSPECTION REPORT 2018/19

- 3.1 Cleveland Fire Brigade's Inspection Report 2018/19, attached as **Appendix 1**, was published December 2019.
- 3.2 Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services found that Cleveland Fire Brigade:
- is '**good**' at effectively keeping people safe and secure from fire and other risks;
  - is '**good**' at how efficiently it manages its resources; and
  - is '**good**' at looking after its people.
- 3.3 In his press release Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services Phil Gormley stated that he was pleased to report that Cleveland Fire Brigade had performed well in each of the main areas of inspection and that this was impressive given that the brigade has faced some of the largest cuts to its government funding. He stated that 'the brigade thoroughly assesses the risk to the community and its average response time to primary fires is faster than other fire and rescue services in England. Cleveland has taken an innovative approach to staff working patterns, which has improved flexibility and productivity of the service'. However, Mr Gormley advised that Cleveland, as with many other Fire and Rescue Services, does need to do more to ensure its workforce reflects the diversity of the residential population it serves. He went on to say that the Inspection Report reflected 'excellent performance from the brigade – the people of Cleveland can be confident that they are being well-served'.
- 3.4 The Inspection Report and its findings clearly show that Cleveland Fire Brigade is one of the top performing Fire and Rescue Services in the country. There is no doubt that this has been achieved as a result of the excellent support that it gets from the Cleveland Fire Authority; outstanding relationships that it has built with its communities, businesses, partner agencies and other organisations and the professionalism, dedication and hard work of its staff - all of which has made a positive difference to the safety and lives of the people in Teesside.

#### **4. FUTURE INSPECTIONS**

- 4.1 The Chief Fire Officer has been very recently notified by Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services that the Brigade's next inspection will take place week commencing 12 July 2021. Preparations are underway for this next round of inspections. It would appear that the inspection regime will follow a similar format and structure to the first inspections with effectiveness, efficiency and people remaining the main themes but, to date, these exact details have not yet been received. The Brigade has been appointed a new Service Liaison Lead for the 2019/20 Inspections.

#### **5 RECOMMENDATION**

- 5.1 That the Safer Hartlepool Partnership notes the outcome of the Cleveland Fire Brigade HMICFRS Inspection 2018/19.

#### **6. CONTACT OFFICERS**

Steve Johnson  
Area Manager Prevention & Protection  
Cleveland Fire Brigade  
Queens Meadow Business Park  
Hartlepool  
Email: [sjohnson@clevelandfire.gov.uk](mailto:sjohnson@clevelandfire.gov.uk)

Dave Turton  
Area Manager Response  
Cleveland Fire Brigade  
Queens Meadow Business Park  
Hartlepool  
Email: [dturton@clevelandfire.gov.uk](mailto:dturton@clevelandfire.gov.uk)

Alan Brown  
Group Manager  
Cleveland Fire Brigade  
Email: [abrown2@clevelandfire.gov.uk](mailto:abrown2@clevelandfire.gov.uk)

Kevin Harrison  
Station Manager (Hartlepool)  
Cleveland Fire Brigade  
Email: [kevinharrison@clevelandfire.gov.uk](mailto:kevinharrison@clevelandfire.gov.uk)

# Fire & Rescue Service

## Effectiveness, efficiency and people 2018/19

An inspection of Cleveland Fire Brigade



# Contents

About this inspection	1
Service in numbers	2
Overview	4
<b>Effectiveness</b>	<b>7</b>
How effective is the service at keeping people safe and secure?	8
Summary	8
Understanding the risk of fire and other emergencies	9
Preventing fires and other risks	11
Protecting the public through fire regulation	14
Responding to fires and other emergencies	16
Responding to national risks	19
<b>Efficiency</b>	<b>21</b>
How efficient is the service at keeping people safe and secure?	22
Summary	22
Making best use of resources	23
Making the fire and rescue service affordable now and in the future	26
<b>People</b>	<b>29</b>
How well does the service look after its people?	30
Summary	30
Promoting the right values and culture	31
Getting the right people with the right skills	32
Ensuring fairness and promoting diversity	34
Managing performance and developing leaders	36
Annex A – About the data	38
Annex B – Fire and rescue authority governance	44

# About this inspection

---

This is the first time that HMICFRS has inspected fire and rescue services across England. Our focus is on the service they provide to the public, and the way they use the resources available. The inspection assesses how effectively and efficiently Cleveland Fire Brigade prevents, protects the public against and responds to fires and other emergencies. We also assess how well it looks after the people who work for the service.

---

In carrying out our inspections of all 45 fire and rescue services in England, we answer three main questions:

1. How effective is the fire and rescue service at keeping people safe and secure from fire and other risks?
2. How efficient is the fire and rescue service at keeping people safe and secure from fire and other risks?
3. How well does the fire and rescue service look after its people?

This report sets out our inspection findings. After taking all the evidence into account, we apply a graded judgment for each of the three questions.

## What inspection judgments mean

Our categories of graded judgment are:

- outstanding;
- good;
- requires improvement; and
- inadequate.

**Good** is our 'expected' graded judgment for all fire and rescue services. It is based on policy, practice or performance that meet pre-defined grading criteria, which are informed by any relevant national operational guidance or standards.

If the service exceeds what we expect for good, we will judge it as **outstanding**.

If we find shortcomings in the service, we will judge it as **requires improvement**.

If we find serious critical failings of policy, practice or performance of the fire and rescue service, we will judge it as **inadequate**.

## Service in numbers



### Public perceptions

Cleveland

England

**Perceived effectiveness of service**  
Public perceptions survey (June/July 2018)

88%

86%



### Response

Cleveland

England

**Incidents attended per 1,000 population**  
12 months to 31 December 2018

14.4

10.4

**Home fire risk checks carried out by FRS per 1,000 population**  
12 months to 31 March 2018

32.4

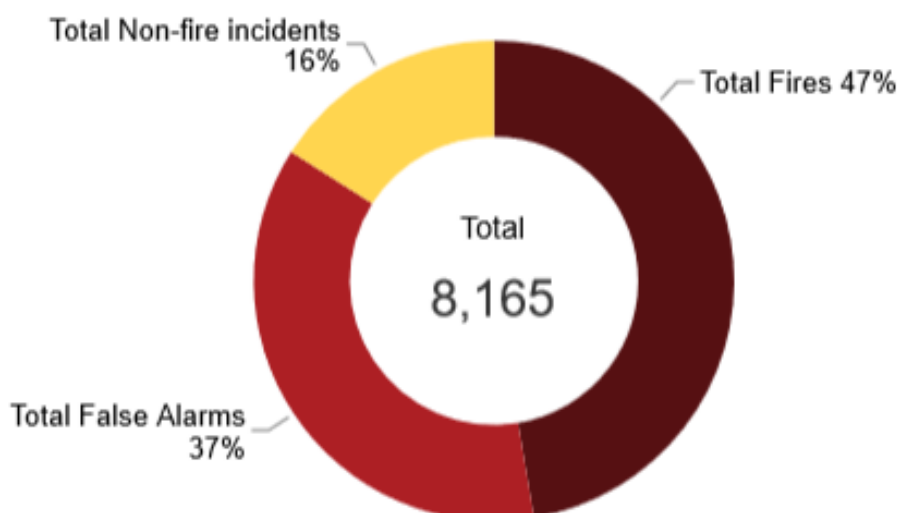
10.4

**Fire safety audits per 100 known premises**  
12 months to 31 March 2018

12.1

3.0

Incidents attended in the 12 months to 31 December 2018





## Cost

Cleveland

England

**Firefighter cost per person per year**  
12 months to 31 March 2018

£28.07

£22.38



## Workforce

Cleveland

England

**Number of firefighters per 1,000 population**  
As at 31 March 2018

0.7

0.6

**Five-year change in workforce**  
As at 31 March 2013 compared with 31 March 2018

-14%

-14%

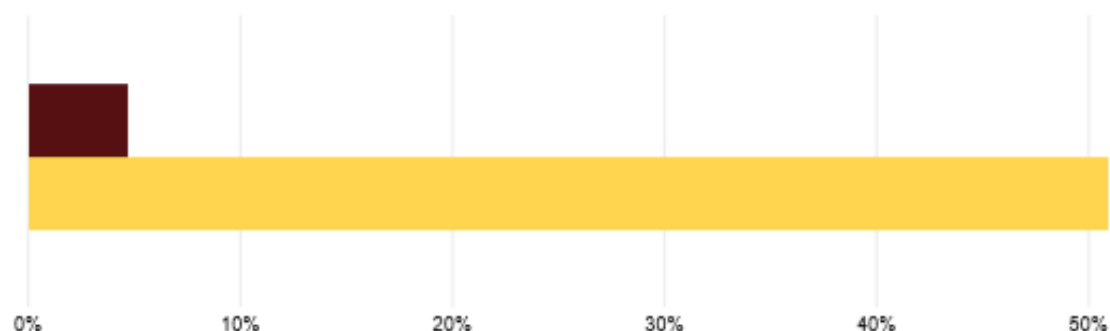
**Percentage of wholetime firefighters**  
As at 31 March 2018

78%

70%

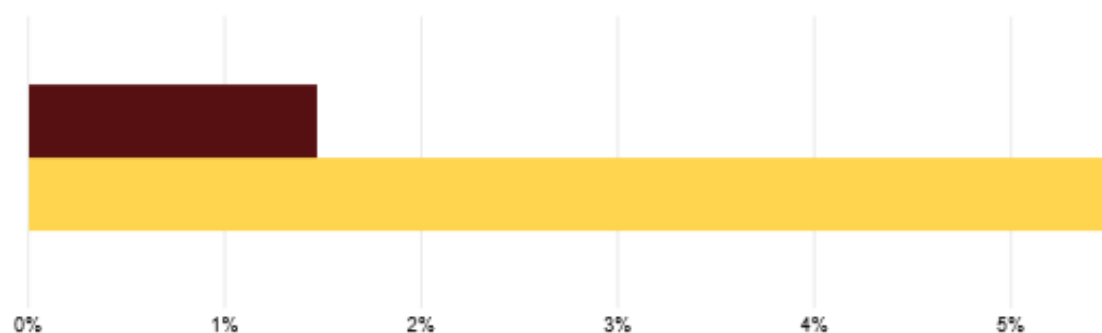
**Percentage of female firefighters as at 31 March 2018**

● Female firefighters ● Female residential population



**Percentage of black, Asian and minority ethnic firefighters as at 31 March 2018**

● BAME Firefighters ● BAME residential population



Please refer to annex A for full details on data used.

# Overview



## Effectiveness



**Good**

Understanding the risk of fire and other emergencies



Good

Preventing fires and other risks



Good

Protecting the public through fire regulation



Good

Responding to fires and other emergencies



Good

Responding to national risks



Good



## Efficiency



**Good**

Making best use of resources



Good

Making the fire and rescue service affordable now and in the future

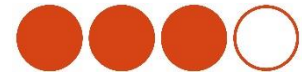


Good





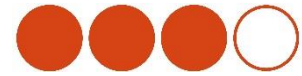
## People



Good

---

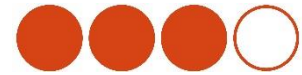
Promoting the right values and culture



Good

---

Getting the right people with the right skills



Good

---

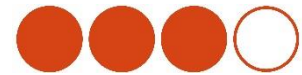
Ensuring fairness and promoting diversity



Requires improvement

---

Managing performance and developing leaders



Good

---

## Overall summary of inspection findings

We are pleased with the performance of Cleveland Fire Brigade in keeping people safe and secure. But it needs to improve in some areas to give a consistently good service.

Cleveland Fire Brigade is good at providing an effective service to the public. It is good at:

- understanding the risk of fire and other emergencies;
- preventing fires and other risks;
- protecting the public through fire regulation;
- responding to fires and other emergencies; and
- responding to national risks.

The brigade is good in the efficiency of its services. We found it to be good at making the best use of resources. And it is good at making its services affordable now and in future.

Cleveland Fire Brigade is good at looking after its people. It is good at:

- promoting the right values and culture;
- getting the right people with the right skills; and
- managing performance and developing leaders.

But it requires improvement at ensuring fairness and promoting diversity.

Overall, we commend Cleveland Fire Brigade for its performance. This provides a good foundation for improvement in the year ahead.

# Effectiveness



# How effective is the service at keeping people safe and secure?



**Good**

## Summary

---

An effective fire and rescue service will identify and assess the full range of foreseeable fire and rescue risks its community faces. It will target its fire prevention and protection activities to those who are at greatest risk from fire. It will make sure businesses comply with fire safety legislation. When the public calls for help, the fire and rescue service should respond promptly with the right skills and equipment to deal with the incident effectively. Cleveland Fire Brigade's overall effectiveness is good.

---

Cleveland Fire Brigade has a good understanding of the risks to its local area. Its approach is outlined in its four-year plan, which uses a wide range of data to inform its prevention, protection and response activities.

The brigade's prevention strategy covers seven main areas with a high focus on its staff completing [safe and well checks](#). For the year to 31 March 2018, the brigade had a high rate of these checks per 1,000 population, over three times the average rate of fire and rescue services in England. It has carried out analysis to help it understand the main risk factors in its communities. But it doesn't always target its prevention work at the people who are most at risk from fire in the home.

Its approach to enforcement is a supportive one, helping businesses to comply with fire safety regulations. For the year to 31 March 2018, the brigade had a high rate of fire safety audits per 100 known premises. Fire crews and specialist staff completed audits. However, it needs to make premises with the greatest risks a priority in its approach.

The brigade thoroughly assesses risk to the community before developing its response requirements. It has introduced smaller response vehicles and changed staffing arrangements, so its resources are proportionately allocated to risk. Its average response time to [primary fires](#) is faster than other fire and rescue services.

The brigade can show it is ready to respond to both local and national events when needed. But it should improve its training with neighbouring fire and rescue services. It should also make sure its staff are well prepared to respond to high-risk premises in its area.

## Understanding the risk of fire and other emergencies



### Good

Cleveland Fire Brigade is good at understanding the risk of fire and other emergencies. But we found the following area in which it needs to improve:

#### Areas for improvement

- The brigade should ensure it gathers and records relevant and up-to-date site-specific risk information.

All fire and rescue services should identify and assess all foreseeable fire and rescue-related risks. They should also prevent and mitigate these risks.

We set out our detailed findings below. These are the basis for our judgment of the brigade's performance in this area.

### Understanding local and community risk

The brigade has a good understanding of local and community risk, which it explains well to the public in its [community integrated risk management plan](#) (CIRMP).

The plan tells the public of the main risks faced in their community. It outlines what current and future resources will be available to meet these risks. It also proposes activity to reduce these risks through prevention, protection and response. And it describes the financial constraints facing the brigade.

The current CIRMP is for the years 2018–22. Before publishing the CIRMP, the brigade ran a three-month consultation with the public, staff, local businesses and partners such as local authorities. It received 446 responses, which were shown to the [fire authority](#) before the plan was approved.

The analysis of risk in the CIRMP is based on the community risk profile of the brigade's area. The brigade made effective use of a broad range of data to produce an accurate and clear risk profile. For example, it used its own local incident data, as well as data covering [safeguarding](#), road safety, indices of multiple deprivation, population profiles, employment, housing, health and data on national incidents. This helps the brigade to proactively identify the different levels of community risk in its area.

The brigade assessed the potential effect on services of emerging and future changes in risk. It worked with local partner organisations and used predictive datasets such as POPPI (Projecting Older People Population Information) to help it do this. For example, it predicts that by 2035 the number of people older than 65 with dementia will increase by 71 percent from 7,000 to 12,000. And by 2032 there will be an estimated 32,000 more homes in its geographic area.

This community risk profile approach to risk has been externally validated by Newcastle University. The brigade uses it to get a clear picture of the areas and households most at risk from fire. It is reviewed and updated each year.

Strategic plans include different scenarios run through [risk modelling](#) software. This risk modelling has prompted the brigade to introduce new response standards and change two fire engines from wholtime to on call.

### **Having an effective risk management plan**

There is a clear link between the CIRMP and the brigade's strategic direction. How resources are allocated to prevention, protection and emergency response can be traced through this plan. In developing the plan, the brigade considered its statutory obligations including the requirements set by the [Fire and Rescue National Framework for England](#).

The brigade also works with its [local resilience forum](#) to make sure the risks from its community risk register are included in its planning. The community risk register provides information on emergencies that could happen within the Cleveland area, together with an assessment of how likely they are to happen and the impacts if they do. The brigade keeps a comprehensive record of its corporate risks, which are considered and discussed regularly by the brigade's executive leadership team.

The brigade develops an annual operating plan based on its CIRMP. This identifies its main strategic priorities for the year and sets out how it plans to measure its effectiveness. The executive leadership team and fire authority scrutinises performance against these priorities.

The brigade's chief fire officer leads the [National Fire Chiefs Council's](#) (NFCC) risk management project for best practice in identifying and assessing risk.

### **Maintaining risk information**

The brigade gathers information about high-risk sites that present risks to firefighters and the public, so they can plan how to respond to incidents. Firefighters access risk information and plans on [mobile data terminals](#) (MDTs) in fire engines.

When we examined the risk information, we came across several sites whose risk visits hadn't been reviewed in line with brigade guidelines. We also found examples of out of date site-specific risk information on MDTs. In some cases, it took longer than three months for updated information to be uploaded on to MDTs. Out of date risk information could put firefighters and the public at unnecessary risk.

The brigade has previously reported the limitations of its arrangements for risk visits. In December 2018, it introduced a new procedure for gathering risk information and making staff aware of it quickly. The brigade is in the process of getting up-to-date risk information for all sites, which we consider to be needed.

We found that the brigade communicates risk information well to operational staff about temporary events, such as large festivals.

The brigade has effective systems in place for communicating general risk information to staff. It uses different methods, such as handovers between [watches](#) and briefings, and 'fire alerts' systems to share health and safety risk-critical and safety information. Staff must sign to acknowledge they have read and understood this information. Its systems are also well designed to share information quickly between prevention, protection and response staff.

## Preventing fires and other risks



### Good

Cleveland Fire Brigade is good at preventing fires and other risks. But we found the following areas in which it needs to improve:

#### Areas for improvement

- The brigade should ensure it targets its prevention work at people most at risk.
- The brigade should ensure it quality-assures its prevention work appropriately.

We set out our detailed findings below. These are the basis for our judgment of the brigade's performance in this area.

### Prevention strategy

Cleveland Fire Brigade has a community safety strategy, which aligns its prevention work with its CIRMP. It also complies with its statutory responsibility to protect the public from the risk of fire. This strategy consists of seven separate plans covering prevention work in the areas of safer homes, safer buildings, safer roads, safer high hazard industries, safer neighbourhoods, national resilience and improved health outcomes.

The brigade has analysed the main risk factors in its communities. Analysis included reviewing fire incidents and national research to identify people at greatest risk of fire, such as lone pensioners, and people who misuse drugs and alcohol. But despite this detailed analysis, we found that the brigade doesn't always target its prevention work at individuals or households most at risk from fire in the home. For example, it told us that it will complete all high-risk partner referrals in six months, which is excessive considering these are people who have been identified by local partners as potentially

being [vulnerable](#) to fire or other risks. Should a member of the public phone requesting a visit, they would be visited within six weeks.

Safe and well visits are well established within the brigade and are completed as a matter of course by specialist prevention staff, [wholetime](#) and [on-call](#) station staff.

These visits include fire safety checks such as identifying and reducing fire risks and fitting fire alarms. They also involve welfare related activities, such as promotion of health advice and how to avoid slips, trips and falls.

The brigade aims to complete more than 18,000 safe and well visits each year. Individual stations and the specialist prevention team are given individual targets. In the year to 31 March 2018, the brigade made 18,315 [home fire safety](#) / safe and well visits. This is 32.4 visits per 1,000 population, more than three times the average rate in England of 10.4. Of these 18,315 visits, 58.7 percent were to households occupied by an elderly person, compared with 54.1 percent for services in England. Households occupied by a person with a registered disability accounted for 18.4 percent of the visits, compared with 24.7 percent for services in England.

The brigade has specialist prevention advocates who are trained to advise people with complex vulnerabilities, such as dementia or drug and alcohol abuse. They work to direct people to local support services to reduce the likelihood of future interventions. The brigade has trained all its operational staff to understand and recognise vulnerable adults and children and to make safeguarding referrals where appropriate. Inspectors found that staff were confident in recognising vulnerabilities and gave good examples of when they had referred to other agencies.

The brigade works effectively with partner organisations who made 3,935 safe and well visits in the year to the end of March 2018. This is higher than the rate per 1,000 population for all English fire and rescue services.

However, we found no monitoring of the quality of either their staff or partners' safe and well checks. The brigade has evaluated its process and procedures for safe and well checks. It was one of seven fire and rescue services to produce the national report on introducing a standard evaluation framework approach to gathering evidence of the effect and effectiveness of safe and well visits. It also informed us of its plans to evaluate all its prevention work.

### **Promoting community safety**

The brigade's communication team is part of the prevention team and promotes safety messages using established communication methods and social media. Campaigns are aligned to national activity by the NFCC and the Government's Fire Kills campaign. The brigade has a campaigns calendar, which is circulated to all stations. We found that central campaigns are well structured and evaluated effectively, but there was an inconsistent approach by stations with no overall evaluation by the brigade.

At the start of 2019, the brigade redesigned its website to make it more user-friendly including translation facility for ten languages.



Districts and stations receive a weekly risk profile of recent fire incidents in their area. These are used by managers to proactively target their prevention work. This work includes activities like community talks in schools and care homes, water safety events and arson prevention. Prevention work is logged on the brigade's 'ident' system to allow managers to monitor whether effective activities are being completed.

The brigade has a commissioned services prevention team funded by partners such as local authorities. This team conducts activities such as the Winter Warmth campaign, youth engagement, National Citizen Service and youth employment initiatives.

A community interest company has also been created. This type of company allows social enterprises to use their profits and assets for the public good. Its profits support a network of community volunteers, which provides extra capacity for prevention work. These volunteers offer activities such as support at prevention events and completing lower priority home fire safety checks.

The brigade works well with partners such as local housing providers to prevent fires and keep people safe. A good example is its involvement in an integrated community safety team at Hartlepool police station, where staff work with other partners such as the council and police. This allows all partners to work together in tackling community safety problems. The brigade also has two community liaison officers whose primary focus is community safety partnerships.

There is also close work with Cleveland Police to investigate fires suspected to have been caused by arson. We were told of successful prosecutions through this work in the last three years. A young persons' fire-setter programme targets children and young people who have an unhealthy fascination with fire. The brigade is national arson lead for the NFCC. It also sits on the Home Office's national anti-social behaviour strategic board, which is producing a good practice arson reduction toolkit.

## **Road safety**

Cleveland's CIRMP identifies road traffic collisions as the greatest risk to life. The brigade is an active member of the Cleveland Strategic Road Safety Partnership whose members include the four local councils, Cleveland Police and organisations such as Road Safety GB. It also has a dedicated road safety officer to promote road safety and drive campaigns.

Partners told us the brigade is proactive in identifying opportunities to improve road safety and is active in several local and national initiatives. A local winter vehicle safety initiative saw a fire station used as the location for vehicle checks and talking to drivers about road safety.

The brigade also presents the road safety roadshow Learn and Live programme to young people aged 15 to 19 years old. The brigade told us that every year it presents over 100 roadshows, sometimes alongside other agencies. Redcar and Cleveland Borough Council has commissioned the brigade to provide road safety sessions in 40 primary schools for key stage 1 and 2 pupils.

## Protecting the public through fire regulation



### Good

Cleveland Fire Brigade is good at protecting the public through fire regulation. But we found the following areas in which it needs to improve:

#### Areas for improvement

- The brigade should ensure its risk-based inspection programme prioritises the highest risks.
- The brigade should ensure it works with smaller businesses to share information and expectations on compliance with fire safety regulations.

All fire and rescue services should assess fire risks in buildings and, when necessary, require building owners to comply with fire safety legislation. Each service decides how many assessments it does each year. But it must have a locally determined, risk-based inspection programme for enforcing the legislation.

We set out our detailed findings below. These are the basis for our judgment of the brigade's performance in this area.

#### Risk-based approach

Cleveland Fire Brigade has a risk-based inspection programme and enforcement plan. We found the brigade needs to evaluate its approach so that it makes the highest risk premises a priority. Its definition of high risk comes from algorithms in its Community Fire Risk Management Information System. It is then validated through officers' professional judgment with in-depth knowledge of the local area and associated industrial and commercial buildings.

It has applied this professional judgment to several premises since its risk-based inspection programme began, and as at 31 December 2018, declared it only had ten high risk premises. The brigade hasn't set a target for how many of these premises are audited but looks at the frequency of these audits on an individual property level.

Cleveland's specialist staff carry out fire safety audits that support the risk-based inspection programme. It has adopted the NFCC's short audit process for their fire safety inspectors. This improves productivity and places less of a burden on business premises than the full audit. In the year to 31 March 2018, the brigade audited 1,862 premises, 12.1 per 100 known premises (those the fire safety regulations apply to). This compares with 3.0 audits per 100 known premises for all services in England. In the same period, 12 percent of the 1,862 audits were unsatisfactory compared with an England average of 31.5 percent.

As well as its proactive risk-based inspection programme, the brigade also does reactive work. It replies to statutory consultations such as building regulations, audits businesses after a fire, and responds to fire safety complaints from other organisations and the public. The brigade received 291 building regulation consultations between 1 April and 31 December 2018. Of these, 94.2 percent were finished on time.

We found it positive that the brigade has started to train response managers to do low-risk fire safety audits. These managers complete four audits a month.

## **Enforcement**

The brigade's enforcement policy is based on the Better Business for All agenda and the [Regulators' Code](#). The brigade told us that, where possible, it will work to support businesses to resolve fire safety issues rather than seek enforcement.

It has used a range of enforcement powers, including enforcement notices, prohibition and informal notices. In the year to March 2018, the brigade gave 161 informal notices, three enforcement notices, seven [prohibition notices](#), but no alteration notices or prosecutions. The brigade hasn't prosecuted since 2010/11, but two cases in the past four years were pursued towards prosecution without progressing because of company insolvency. The brigade maintains the prosecution skills of its staff through continuous professional development. Staff with fire safety qualifications are always available to deal with fire safety concerns.

The brigade works well with other enforcement agencies. The brigade attends meetings with regulators at Stockton and Middlesbrough Borough Councils to exchange information about risk, discuss non-compliant businesses and other areas for concern. It also makes joint visits, for example with the police and local authorities, for problems in licensed premises.

## **Working with others**

We were shown evidence of the brigade supporting large organisations such as a local hospital and housing provider to comply with fire safety regulations. The brigade's website has recently been updated to make it easier for business owners to find fire safety advice. Except for this improvement, it didn't have a systematic approach to engagement with smaller businesses.

The brigade introduced a new strategy in October 2017 to reduce the negative effect of attending false alarms (unwanted fire signals) at commercial premises. When an automatic fire alarm is reported it can be questioned rather than responded to straight away. The brigade provided data showing that this approach has reduced the burden of attending false alarms to commercial premises by 20 percent in the year to 31 March 2018. Home Office data shows that in the year to 31 December 2018, the brigade reduced false alarms at all premises by 4.6 percent from the previous year.

The brigade is working on a pilot scheme to better exchange information and concerns about premises with local regulatory bodies. We recognise the benefits this approach could bring and look forward to seeing the outcome of this work.

## Responding to fires and other emergencies



### Good

Cleveland Fire Brigade is good at responding to fires and other emergencies. But we found the following areas in which it needs to improve:

#### Areas for improvement

- The brigade should ensure it gives relevant information to the public about ongoing incidents to help keep the public safe during and after incidents.
- The brigade should ensure it has an effective system for staff to use debriefs to improve operational response and incident command.

We set out our detailed findings below. These are the basis for our judgment of the brigade's performance in this area.

### Managing assets and resources

The brigade bases its resource requirements on a thorough assessment of risk to the community. It reviewed its fire cover model in 2017. This was based on the identified risks in its area with two key planning assumptions:

- fire survivability rates and how to reduce loss of life based on extensive research commissioned by West Midlands Fire Service; and
- a thorough assessment of the resources needed for the most serious cases at its many high hazard industrial sites.

This review identified the need for at least 14 fire engines at any time, with an optimum of 18 engines, to meet the identified risk and brigade's first attendance response standard. The brigade has 21 fire engines based at 14 community fire stations. Six of these stations are [wholetime](#), namely resourced day and night, six are on-call stations and two are mixed wholetime/on-call stations. It uses its wholetime and on-call firefighters flexibly to maintain the optimum 18 fire engines. When it falls below this number, it has an action plan for increasing firefighter availability. In 2018, it has only been below the minimum number of 14 fire engines for 15 hours.

In 2018, on-call fire engine availability ranged from 48.9 percent to 91.8 percent. Availability of on-call staff is a national challenge and the brigade told us it is in the final stages of a review aiming to increase availability.

The brigade has invested to make its operational fleet more flexible to meet the needs of its CIRMP. For example, it has introduced small fire units crewed by two firefighters unlike traditional fire engines with a crew of four or five. These units are more effective and efficient in tackling small fires while enabling larger fire engines to remain available for high-risk incidents.

The brigade trains its wholetime and on-call firefighters to the same standard. Operational staff we spoke to confidently demonstrated how to use breathing apparatus. Control staff's training competencies were well managed.

## Response

In the year to 31 December 2018, the brigade attended 14.4 incidents per 1,000 population. The rate for England for the same period was 10.4 incidents.

The Home Office collects and publishes data of the time between a call being made and the first fire engine arriving at the scene. This data shows that for the year to 31 March 2018, the brigade's average response time to primary fires was 6 minutes and 35 seconds. This was an increase from 6 minutes 20 seconds in the year to 31 March 2011 and is the fastest response time of any service.

After public consultation and the 2017 response review, the brigade introduced a new response standard for building fires. This is:

- first fire engine will attend within an average of 7 minutes;
- 90 percent will be attended within 10 minutes by the first fire engine; and
- second fire engine will attend within an average of 10 minutes.

These times are measured from the [mobilisation](#) instruction being sent until the arrival of the fire crew at the scene of the incident. The brigade used computer modelling to calculate response times that could meet the fire authority's expectation of the same standard of emergency response for all its community.

Between 1 April and 31 December 2018, the brigade achieved its response standards. The first fire engine arrived on scene in an average of 4 minutes 48 seconds while the second in 6 minutes 41 seconds.

By March 2021, the brigade aims to adopt all areas of [national operational guidance](#). This guidance covers operational policies, procedures and training for firefighters to deal with incidents effectively and safely. National operational guidance has already been implemented for incident command and use of breathing apparatus.

## Command

The brigade has an effective system for ensuring incident commanders at all levels keep their command skills up to date. As well as regular refresher training, all incident commanders complete an annual operational command assessment. Operational commanders we spoke to showed good knowledge and understanding of how to safely and effectively command operational incidents. We found staff were aware of the incident command pack held on fire engines and understood how it should be used.

As part of our inspection, we surveyed staff to get their views of their service (please see Annex A for more details.) Of the 189 firefighters who responded to our survey, 88.3 percent agreed that 'the last incident I attended where I was not the incident commander was commanded assertively, effectively and safely' which is similar to the England average.

The brigade has analysed crew tasks by incident type to decide how many firefighters and what equipment is needed at incidents. We found that emergency control room staff are good at sending resources to incidents based on this analysis. They also have discretion to alter the attendance criteria to incidents and apply this effectively.

### **Keeping the public informed**

The brigade doesn't routinely keep the public informed of day-to-day incidents that may have the potential to affect them. During major incidents it works with the local resilience forum to communicate with the public through its communications team. Out of hours cover for media and press enquiries is the responsibility of duty officers who have had media training.

Staff were well trained and confident in recognising vulnerable people. They gave good examples of safeguarding referrals to protect vulnerable people.

Control room staff have access to a language line to enable them to communicate more effectively with members of the public who don't speak English. This gives immediate access to an interpreter who can relay information between the caller and the control operator. Control staff were also well trained and confident in giving a range of fire survival guidance to the public.

### **Evaluating operational performance**

The brigade has a good debrief process to gather feedback after an exercise or incident.

We found that conducting [hot debriefs](#) immediately after an incident is common practice. Staff record what they have learned from incidents using an electronic debrief form. Commanders we spoke to use this electronic form for the debrief process. A formal debrief process is triggered by more significant incidents.

The brigade has good processes for learning from debriefs. For example, it has improved its wildfire equipment and command procedures. We also found that risk-critical safety information identified at debriefs was well communicated to staff. Our staff survey showed that 81.1 percent of the 127 firefighters and specialist support staff who responded agreed that they are confident their service takes action as a result of learning from operational incidents. However, staff we interviewed couldn't give us examples of other lessons learned after incidents or exercises. The brigade should consider if it can communicate more effectively or promote this knowledge with staff.

We were pleased to see that the brigade shares what it has learnt with other fire and rescue services as well as other emergency responders. It does this through the so-called [national operational learning](#) process.

It has an effective procedure for dealing with public complaints. Each case is investigated, and numbers of cases are reported to the fire authority.



## Responding to national risks



### Good

Cleveland Fire Brigade is good at responding to national risks. But we found the following areas in which it needs to improve:

#### Areas for improvement

- The brigade should ensure its staff are well prepared to respond to high-risk premises.
- The brigade should ensure that its procedures for responding to terrorist-related incidents are understood by all staff.

All fire and rescue services must be able to respond effectively to multi-agency and cross-border incidents. This means working with other fire and rescue services (known as intraoperability) and emergency services (known as interoperability).

We set out our detailed findings below. These are the basis for our judgment of the brigade's performance in this area.

### Preparedness

The brigade is well prepared to deal with a major incident.

The Home Office funds a number of fire and rescue services to keep and maintain equipment in the case of a major incident, some of which are located in Cleveland, for example, a detection, identification and monitoring unit. The brigade has plans in place to allow these assets to be mobilised to other areas. Control staff and operational commanders know how to request other specialist assets and resources, such as [urban search and rescue](#) teams through the [national co-ordination advisory framework](#).

The brigade regularly liaises with local high-risk industry and holds a regular forum. This forum keeps the brigade alert to changing risk at these high-risk sites. It also makes it aware of the resources the organisations can provide on their own and other sites.

The brigade has worked with site owners and partners to develop individual response plans for high-risk sites. At the time of inspection, this included 32 [sites designated high-risk by the Control of Major Accident Hazards \(COMAH\) Regulations 2015](#). The plans we reviewed were of good quality, but we found some supervisory commanders didn't fully understand them.

## Working with other services

The brigade has mutual aid arrangements in place with its two neighbouring fire and rescue services. At a recent major fire incident, it was supported by County Durham and Darlington Fire and Rescue Service to provide fire engines to support normal business. It also shares risk information with these neighbouring services through a secure extranet called [Resilience Direct](#) and uploads this on to MDTs.

The brigade shares procedural information with its neighbouring services so that fire crews can effectively work together at incidents. For example, staff are made aware of different breathing apparatus and procedures used. We found, however, that cross-border exercising was infrequent, and many staff said they hadn't participated in any recent exercises. Of the 127 firefighters and specialist support staff who answered our staff survey, only 25.2 percent agreed that the brigade regularly trains or exercises with neighbouring fire and rescue services. The brigade told us it is exploring ways to increase the frequency and effectiveness of cross-border exercises.

## Working with other agencies

The brigade is an active member of the Cleveland Local Resilience Forum. We heard that the brigade is an engaged and supportive member. It helps plan and complete multi-agency exercises and training through a training and exercising group, including at its COMAH sites. However, operational crews weren't often involved in these exercises. The brigade should make sure it involves all operational crews in multi-agency exercises as it will support them to be fully prepared to respond effectively to these types of incidents.

In general, staff showed good knowledge of the [Joint Emergency Services Interoperability Principles](#), which ensure that all the emergency services work together effectively. The brigade has a number of trained [national inter-agency liaison officers](#). These staff advise on incidents like a marauding terrorist attack and work with partner agencies when an incident occurs. We did find that some station-based crews weren't sure what action to take at an incident involving a marauding terrorist attack. The brigade should address this to ensure all operational crews are trained to deal with such an incident.



# Efficiency



# How efficient is the service at keeping people safe and secure?



**Good**

## Summary

---

An efficient fire and rescue service will manage its budget and spend money properly and appropriately. It will align its resources to its risk. It should try to keep costs down without compromising public safety. Future budgets should be based on robust and realistic assumptions. Cleveland Fire Brigade's overall efficiency is good.

---

Cleveland Fire Brigade is good at financial planning. It has a five-year medium-term financial plan in place that is updated annually. The plan is linked to action in its [CIRMP](#). It has made large savings over the past eight years, according to data provided by the brigade.

The brigade has changed its staff working patterns to improve productivity. It has good systems in place to manage this. Better use of technology would make it more productive and efficient.

It has a positive approach to collaboration, meeting its statutory duty. But it should do more to monitor, review and evaluate its collaboration activities. The brigade has business continuity plans in place. It needs to improve its oversight of these plans to make sure all of them are being tested.

The brigade has made good use of external funding including successfully bidding for government funding and generating income from partners for its commissioned services team. It has also set up a successful community interest company, which provides community safety services to the community.

## Making best use of resources



### Good

Cleveland Fire Brigade is good at making best use of resources. But we found the following areas in which it needs to improve:

#### Areas for improvement

- The brigade should ensure it effectively monitors, reviews and evaluates the benefits and outcomes of any collaboration.
- The brigade should ensure it has good business continuity arrangements in place that take account of all foreseeable threats and risks. It needs to review and test plans thoroughly.

We set out our detailed findings below. These are the basis for our judgment of the brigade's performance in this area.

#### How plans support objectives

Cleveland Fire Brigade has clear and sound financial plans. It has processes in place for both internal and external audit and scrutiny by the [fire and rescue authority](#). These allow the plans to be challenged.

In the year to 31 March 2018, firefighter cost per head of population was £28.07. This compares with the England rate of £22.38.

It has developed its strategic objectives in line with its CIRMP. These include identifying existing and future risks to its communities and assessing new ways of working for prevention, protection and response activities. We could see the link between the proposals set out in the CIRMP and how the brigade has developed its structure and its prevention, protection and response activities.

Between year to 31 March 2013 and year to 31 March 2018, the brigade's workforce has reduced by 13.6 percent – 105 full time equivalent posts. It has had three organisational reviews since 2011 so that preventative, protective and response activities are suitably allocated. The brigade told us these reviews achieved efficiencies of almost £3m while improving the service to the public. Some of the outcomes of the reviews were:

- staff moved from headquarters to district community hubs to increase public access to community safety services;
- increased front-line resources;
- streamlined support services; and
- fewer management tiers.

The brigade has a five-year medium-term financial plan showing the financial effects of its CIRMP, which is reviewed each year. This plan considers a range of scenarios such as changes in government funding and future pay awards. [Reserves](#) of £0.6m per year for the next three years are being used to balance the budget. However, we are satisfied that the brigade has a good spending plan in place for its reserves, which includes building a more efficient estate. It has plans to allow it to balance its budgets without having to rely on reserves in the future.

The brigade showed that it has been able to make savings. From 2011/12 to 2018/19, external funding fell by around 34 percent, equating to nearly £10.5m. The brigade has managed this reduction through its CIRMP. The brigade's budget for 2019/20 is £26.9m. As part of the brigade's current efficiency plan, it is on track to make £3.44m of savings by the end of 2019/20. Savings will be made by:

- changes to control room arrangements following a review;
- change of crewing for the incident command unit;
- closure of a fire station; and
- more [on-call](#) firefighters and fewer [wholetime firefighters](#).

### **Productivity and ways of working**

In 2017/18, the brigade reviewed the productivity of its firefighters. This is positive and not something we have seen in many other services. This review analysed how long firefighters were spending doing the essential elements of their role such as responding to incidents and training. In doing so this identified the time left for other things, in particular prevention and protection activities.

Each station has annual targets for prevention and protection activities. Targets are monitored and managed through district performance meetings and then quarterly brigade performance meetings. Prevention and protection teams have similar processes for target setting and performance management. We found this performance management process is effective to ensure the correct output is achieved. However, the brigade should do more to assure the quality of its prevention and protection activity.

Since 2012, the brigade has introduced new working patterns for its staff to increase productivity. All were introduced as local agreements after negotiations with trade unions. Staff other than firefighters – known in the sector as 'green book staff' – have transitioned since then to annualised hours providing flexible provision of services. Trainers in its learning and development department have moved from working a five-day week with core hours of 9am to 5pm to seven days a week (including bank holidays) with core hours of 9am to 9pm. This means trainers are available throughout the week. It increases the training courses offered and provides more opportunities for on-call staff to receive training.

As part of the brigade's last CIRMP (covering 2014–18), firefighters and control staff moved to a new duty system. This system allows the brigade to draw on resources when they are needed, so only the appropriate number of firefighters are on duty. Operational staff working in central teams also support this approach and work shifts to support response crews when needed.

With this model, the brigade deploys operational staff flexibly to maintain its optimum number of fire engines. It regularly moves wholetime staff to on-call stations to make more on-call fire engines available. This is a good use of available resources to improve response, but staff told us this approach affects productivity in other areas such as prevention and training. The brigade should ensure it understands any effects of this approach.

During 2016–2018, the brigade made efficiency savings of almost £1m. Savings were made by reducing numbers of wholetime firefighters and increasing on-call firefighters. The modelling showed that this new approach meets the response standards promised to the public outlined in its CIRMP.

## **Collaboration**

The brigade meets its statutory duty to consider emergency service collaboration. It is part of a strategic collaborative development working group with representatives from the police and the ambulance services. It chairs the assets sub group.

Some examples that have come through this group are:

- co-location with Cleveland Police at the newly built Thornaby fire station, who made a capital contribution of £162,000;
- long-term leasing of its old training centre at Grangetown to Cleveland Police, who have refurbished the building at a cost of £950,000;
- sharing its incident command unit and welfare pod (providing welfare facilities at incidents) with Cleveland Police;
- leasing a workshop bay in its technical hub for North East Ambulance Service NHS Foundation Trust technicians to maintain or service ambulance vehicles, generating £3,000 per annum; and
- co-location with HM Coastguard Rescue Team at Redcar fire station, generating £2,300 per annum.

In January 2019, the brigade agreed a statement of intent with Cleveland Police to explore ways of collaborating for their back office services.

It also shares premises with NHS staff at Redcar Fire Station and its Middlesbrough Community Hub. The brigade also collaborates with other non-emergency service partners. It helps rehabilitate offenders through community gardening activities at its headquarters site.

A noteworthy example of collaboration is the brigade's involvement in an integrated community safety team based at Hartlepool police station. Representatives from different agencies work together to solve problems that affect their different organisations.

The brigade has a positive approach to collaboration. But we found it doesn't consistently monitor, review and evaluate these initiatives to establish whether they represent value for money.

## Continuity arrangements

The brigade has good business continuity plans. Its framework highlights three types of business continuity plan: corporate (e.g. industrial action), departmental, and individual stations. The plans align with [local resilience forum](#) plans. Business continuity plans are reviewed each year by department heads.

The brigade has business continuity arrangements in place for critical areas such as ICT or loss of [fire control](#). Its fire control function can be passed to two other fire and rescue services with the same [mobilising](#) system, Hereford & Worcester and Shropshire. This would happen in the event of extraordinary need such as a failure of the system or a severe increase in calls volume.

Plans are routinely tested for fire control and ICT, although this wasn't the case for other areas of the brigade. We also found there was limited oversight and quality assurance of the process. The brigade should assure itself that its oversight of continuity planning and testing is effective.

## Making the fire and rescue service affordable now and in the future



### Good

Cleveland Fire Brigade is good at making its services affordable now and in the future. But we found the following area in which it needs to improve:

#### Areas for improvement

- The brigade needs to ensure it makes the best use of technology to improve its efficiency and effectiveness.

We set out our detailed findings below. These are the basis for our judgment of the brigade's performance in this area.

### Improving value for money

Cleveland Fire Brigade has a good track record of making savings. Its financial planning extends to 2022/23 and includes projections based on a wide range of financial scenarios. These include the effect of future changes in government funding, future pay awards and uncertainty about public sector employers' obligations for recalculated pensions.

The brigade has a good understanding of future financial risks. Funding arrangements differ across services. Some rely on central government funding more than others depending on how much money they generate from local taxation. Cleveland is heavily dependent on central government funding as it has a low council tax base, with 65 percent of properties in band A and B compared with 44 percent nationally. Therefore, just a small percentage change in funding from central government could

have a large effect on the overall budget. Current planning scenarios for 2022/23 give at best a £1.73m budget deficit, and at worst a £3.84m deficit.

Short-term plans, such as revenue underspends and leaving some posts vacant, are in place to meet the immediate shortfall. Longer-term plans are being developed. These plans include a review of back office services, reviewing non-pay budgets, reconfiguring the approach to operational response and a possible council tax precept referendum.

The brigade has a procurement strategy to collaborate when possible. It is part of the north east fire and rescue services' procurement group through which it jointly purchases uniform. It has sound contract management with call-off contracts, break clauses and [benchmarking](#) used to drive savings. The brigade provided us with many examples of savings such £135,000 for building cleaning and building security and £11,000 for its waste contract.

## **Innovation**

The brigade sets out its commitment to innovation through technology in its ICT strategy for 2019–22. This is based on four themes: automation, collaboration, insight and governance. The brigade has an in-house ICT team, which provides internal services and is commissioned to provide some services to other partners.

The brigade has a long-standing technology collaboration arrangement with the University of Hull. It has worked with the university to develop [MDT](#) software and its command and control mobilising system. The brigade made significant savings through this collaboration as it didn't need to tender for a new command and control mobilising system. It expects this collaboration to continue to make future efficiencies. It is the national fire sector lead with the university for MDT development and with a telecommunications company for control room communications development.

We saw a range of work the brigade is undertaking with other fire and rescue services to improve ways of working and be more efficient through the better use of technology. It is working with [NFCC](#) to jointly procure MDTs and is working with six fire and rescue services to procure software for a new on-call availability system, using a framework from Lancashire Fire and Rescue Service.

Though this collaboration and commitment to technology is positive, we found areas where the brigade could improve its effectiveness and efficiency. For example, only 29 percent of [home fire safety visits](#) are recorded using the tablets. Most checks are recorded on paper and manually transferred to computer systems later. And the system tracking the availability of on-call firefighters doesn't automatically update the mobilising system so has to be tracked and input manually.

## **Future investment and working with others**

The brigade's reserve strategy compliments the medium-term financial plan, efficiency plan and asset management plan.

In the year to March 2018, the brigade had around £11.2m in earmarked reserves and around £1.6m in general reserves. Total earmarked reserves are due to diminish to

about £3.5m at the end of 2022/23. This is mainly through its asset management plan and supporting the operational change to manage budget reductions.

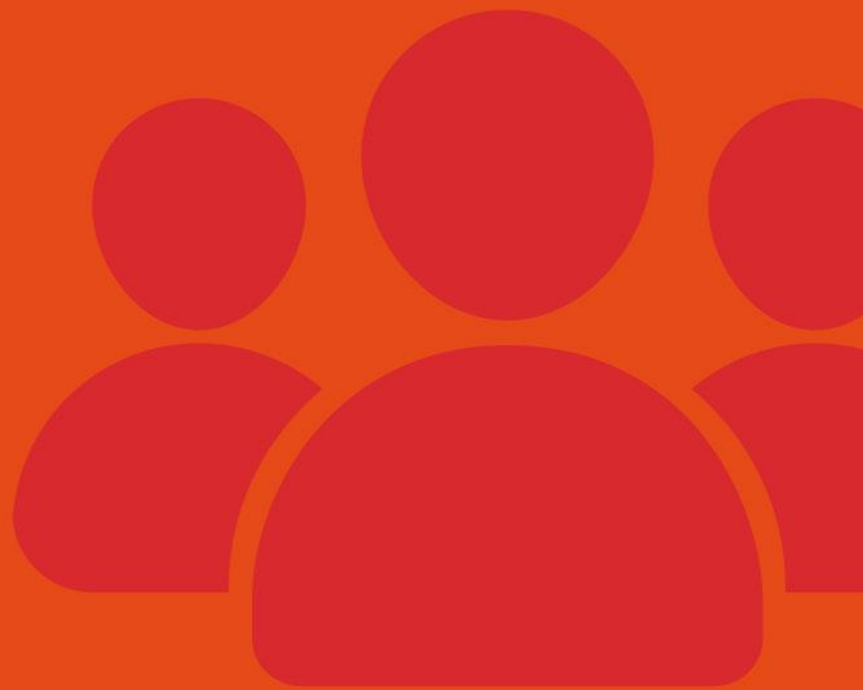
Reserves, external funding, borrowing and capital receipts are being used by the brigade to ensure its estate meets its anticipated operational needs. By investing in its estate now, especially its older buildings, this should remove maintenance requirements, which if not addressed would result in higher longer-term costs. Government funding of £3.9m was secured in 2012 and £2.8m in 2016 to transform the estate achieving annual efficiencies of £257,000. By 2024/25 it should save £11.5m in estates maintenance and £32.64m from crewing and staffing changes.

The brigade also generates extra income from leasing space in its estate. For example, the NHS pays £12,000 for accommodation at Redcar fire station. It also sells some of its prevention services, generating over £200,000 worth of business within the first quarter of this financial year alone. This external funding will fund the team for the whole year.

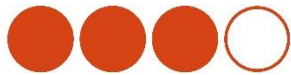
Through a loan from the Fire Authority, the brigade established a community interest company, Cleveland Fire Brigade Risk Management Services, in 2011. The brigade told us this is now a profitable company with about 100 employed staff. Its turnover in the year to 31 March 2019 was almost £4.8m. It provides a wide range of emergency preparedness, response and security services to industry, reducing risk in the brigade's area. It invests its profit into community safety activities including supporting community volunteers. In the year to 31 March 2018, these volunteers undertook 1,400 [safe and well visits](#) and fitted 403 sensory loss smoke alarms. The brigade also receives income from loan payments and market rate recharge for premises, equipment and staff.



# People



# How well does the service look after its people?



**Good**

## Summary

---

A fire and rescue service that looks after its people should be able to provide an effective service to its community. It should offer a range of services to make its communities safer. This will include developing and maintaining a workforce that is professional, resilient, skilled, flexible and diverse. The service's leaders should be positive role models, and this should be reflected in the behaviour of the workforce. Overall, Cleveland Fire Brigade is good at looking after its people.

---

Cleveland Fire Brigade offers good wellbeing support for its staff, including after traumatic incidents. Health and safety is taken seriously. All staff have the training they need, and all accidents are investigated. The brigade has a clear set of values and behaviours, which staff at all levels of the organisation understood and could talk about.

The brigade has a clear approach to workforce planning to make sure there are enough staff to cover important roles. Staff told us they were well trained, although the brigade doesn't always make sure staff are up to date with their risk-critical training.

The brigade requires improvement in ensuring fairness and promoting diversity. It has developed an action plan to make its workforce more diverse, but this work is at an early stage. It also has an inconsistent approach to engaging with and obtaining feedback from staff.

It has good arrangements in place to assess and develop individual staff performance and linking this to the organisational values. There is no process to identify and develop staff with high potential to be senior leaders of the future.

## Promoting the right values and culture



### Good

We set out our detailed findings below. These are the basis for our judgment of the brigade's performance in this area.

### Workforce wellbeing

The brigade takes the wellbeing of its workforce seriously. It has a comprehensive wellbeing strategy overseen by a health and wellbeing board. It offers staff a wide range of services to support their wellbeing, including counselling, physiotherapy, health and wellbeing advice, health screening and an accelerated medical support service. It also provides support for non-work-related problems that can affect performance in the workplace. Prominent intranet pages give staff further information.

Most staff spoke positively about the brigade's wellbeing provision. We did receive some negative comments from staff such as the occupational health services are only available at the brigade's headquarters, which makes some people reluctant to use the services. The brigade acknowledged its process for monitoring the performance of its Employee Assistance Programme is limited.

The brigade offers support after traumatic incidents through its [trauma risk management](#) system. These arrangements are well supported by staff, but supervisory managers hadn't always been trained to recognise the signs of trauma in their staff and support this process.

The chief fire officer has chaired the [NFCC's](#) Occupational Health Committee for over ten years. The brigade also leads on sickness absence [benchmarking](#) for the fire sector. We found the brigade effectively monitors staff sickness absence and told us it has an improved record for the average number of days lost to sickness.

### Health and safety

The brigade has a comprehensive health and safety policy. It aims to improve performance as well as meet all legislative duties and frameworks. It clearly defines the responsibilities of staff at all levels to promote health and safety. Staff are suitably trained, with the brigade providing extra health and safety training for specialist roles.

The health and safety committee reviews relevant performance across the organisation. There is close working with representative bodies and staff are encouraged to report health and safety issues. Of the 189 respondents to our staff survey, 97.9 percent agreed that they knew how to report all accidents, [near misses](#) or dangerous occurrences. The brigade investigates, analyses and reports on all accidents and near misses so that it learns from them.

The brigade has recently upgraded gym facilities at stations. It has employed a full-time qualified health and fitness advisor and has trained volunteer health and fitness champions on stations. Firefighters are subject to an annual fitness test. The brigade has signed the Mind Blue Light pledge and staff have had mental health training.

### **Culture and values**

The brigade has a clear set of values and behaviours. The brigade told us its values framework has been in place for over ten years and is expressed through the acronym 'PRIDE'. Staff recently decided to keep the acronym but adjust the overarching headings. The new framework was launched in November 2018 with 'PRIDE' standing for protect, respect, innovating, doing the right thing – being professional, and engaging with others. We found staff at all levels of the organisation understood and demonstrated these.

Of the 189 respondents to our staff survey, 78.3 percent stated they were treated with dignity and respect. But 27.5 percent had experienced some form of bullying or harassment at work in the last 12 months. And 25.4 percent of respondents felt they had been discriminated against at work. In both these categories, most people felt that the source was someone senior to them.

These survey findings show that at least a quarter of respondents feel they have experienced behaviour inconsistent with the values and behaviours of the brigade. But the staff we spoke to told us that most managers act as role models and are committed to the brigade values through their behaviours.

The chief fire officer has an annual programme of visits to all locations, which staff were positive about. Staff at stations told us there was a lack of visibility from other senior leaders.

### **Getting the right people with the right skills**



#### **Good**

Cleveland Fire Brigade is good at getting the right people with the right skills. But we found the following area in which it needs to improve:

#### **Areas for improvement**

- The brigade should make sure it has an accurate system to record and monitor operational staff competence, and that staff and managers use it effectively.

We set out our detailed findings below. These are the basis for our judgment of the brigade's performance in this area.

## Workforce planning

The brigade's workforce plan describes how it is going to ensure that it has the right number of operational staff with the right skills to deliver the [CIRMP](#). A workforce planning group meets regularly to map out the skills of its workforce. This group considers the needs of the CIRMP, the internal operating plan and succession planning to identify future staffing and skill requirements.

The brigade has a robust planning process to identify future training requirements. Future training needs are identified from the workforce plan, heads of service and the appraisal process. The process allows the brigade to identify training requirements for operational, leadership and management skills.

We found strong supporting structures in place to enable new or promoted staff to acquire and develop the skills they need for their roles. The brigade is an approved centre for providing vocational qualifications and is subject to a twice-yearly external audit of their development processes.

We found the brigade's use of annualised hours improved the availability of fire engines. This makes sure the minimum number promised to the public is available. The brigade has recognised that its [on-call](#) availability is falling. In December 2018, the availability of on-call stations in Cleveland varied from 29.5 percent to 87.4 percent. The overall availability (both [wholetime](#) and on-call stations) in December 2018 was 80.8 percent. The brigade told us that, similar to many other fire and rescue services, it has less availability during weekday daytime hours. But it is in the final stages of a review and aims to increase availability.

## Learning and improvement

The brigade has identified various skills as essential for operational staff to carry out their role, such as breathing apparatus, water safety, working at height, road traffic collisions and fire behaviour. It has aligned this risk-critical response training to national standards. Staff receive an initial course then refresher courses at set periods. It provides this training at a central training centre with the staff being assessed against the national standards.

The brigade has several systems for keeping records about training. We were told of plans to centralise this record keeping. Currently, the learning and development team hold some records, while some departments hold their own. During our inspection, we carried out a skills review. The brigade was unable to answer all our questions as the information is held on different systems. It couldn't provide a current picture of all areas of competence. And when we did receive records from the brigade, some staff weren't up to date with their risk-critical training, (for example, a small number of drivers weren't trained as per the brigade's policy).

The brigade revised its on-station training programme and competence monitoring system in January 2019. Positively, its supervisory managers are trained to provide and assess training. However, during our station visits the supervisory managers couldn't show our inspectors that their staff were up to date with all required training. The brigade should identify whether this is a system issue or whether further staff training is needed.

Both on-call and [wholetime staff](#) told us their training was good and had prepared them for their roles. Wholetime and on-call firefighters have the same training. Our staff survey shows that 78.8 percent of the 189 respondents agree that they have received enough training to enable them to do what is asked of them. We observed firefighters confidently and effectively testing equipment, including breathing apparatus.

The brigade has a second database for online learning tools. We found staff were up to date with the required training on this system. It is positive that this is accessible from home computers. On-call staff are given extra payments to do this training outside their normal weekly training sessions.

The brigade has a central exercise calendar. Although regular exercising is planned, we found there hadn't been any exercises involving more than two fire engines since 2018. Staff agreed that involvement in larger exercises was extremely limited.

Corporate staff are appropriately trained. The brigade ensures that they get the right skills and training through role-specific development. Corporate-based eLearning is also available to staff, some of which is mandatory.

## Ensuring fairness and promoting diversity



### Requires improvement

#### Areas for improvement

- The brigade should make sure it has appropriate mechanisms to engage with and seek feedback from all staff, including those from under-represented groups.
- To identify and tackle barriers to equality of opportunity, and make its workforce more representative, the brigade should ensure its recruitment activities are open and accessible to all of Cleveland's communities.

We set out our detailed findings below. These are the basis for our judgment of the brigade's performance in this area.

### Seeking and acting on staff feedback

The brigade has staff communication channels, such as the Fire Wire magazine, and the intranet. While it is good that many of the communication channels are accessible outside work, there is no way to tell whether staff use them. We found the brigade didn't have a co-ordinated approach to internal engagement and communication.

The brigade has an inconsistent approach to getting feedback from its staff. It doesn't survey its staff but is taking steps to address this. We also welcome that it is commissioning a cultural survey. This should help the brigade to focus on those areas where staff have the greatest concerns.

Most staff told us they would be happy to give feedback to managers, including senior leaders. However, most staff indicated they felt actions in response to feedback would be unlikely.

The views expressed in our staff survey support these comments. Of the 189 respondents, 62.4 percent agreed that there were opportunities to feed their views upwards in the brigade. Only 47.1 percent were confident that their views would be listened to, and only 48.1 percent felt able to challenge ideas without being treated differently as a result.

The brigade is taking some steps to improve the situation. At the time of the inspection it had just started a staff suggestion scheme and has recently introduced an operational assurance 'you said, we did' newsletter. Staff were aware of the recent introduction of smoke hoods, featured in the edition circulated before our inspection. Smoke hoods allow the safe rescue of casualties from smoke-filled buildings. This newsletter focuses on operational issues and the brigade should consider whether to widen its coverage to other areas.

We found the brigade has a good relationship with trade unions. It consults trade unions about changes that might affect their members. The Fire Brigades Union and Unison are integral members of many of the brigade's formal meetings.

The brigade has had few formal grievances in the five years to March 2018, but those it does receive are handled appropriately and in line with policy. Most of the staff we spoke to felt confident about raising a concern or grievance, but some staff expressed that they were not worth submitting since very few grievances are upheld.

Managers are encouraged to resolve low-level grievances locally and informally, but there is no oversight of informal outcomes. The brigade is therefore unable to assure the fairness and consistency of informal resolutions or learn from any trends. Staff can access a confidential reporting line, although there have been no reports on it since 2014. The brigade should assure itself that it has effective grievance procedures and aim to understand its staff's views.

## **Diversity**

The brigade has an equality, diversity and inclusion (EDI) strategy. It is overseen by the EDI forum established in January 2018 and chaired by the chair of the [fire authority](#). There are five sub groups: political and professional leadership, inclusive culture, delivering services to diverse communities, positive purchasing power, and recruitment, progression and retention. Each has an action plan for improving EDI across the brigade. Representative bodies and staff volunteers are members of these groups. This type of staff engagement is positive, but we talked to staff who weren't aware of the opportunity to be involved.

The brigade doesn't currently reflect the community it serves. As at 31 March 2018, 4.7 percent of firefighters were women and 1.5 percent of firefighters were from a BAME background. This compares with a BAME residential population of 5.5 percent. We noted that for 37.9 percent of its staff (223) the ethnicity was classified as 'ethnicity not stated'. The brigade told us this is because of an outdated human resources software system with limitations on the quantity of data it can hold. The brigade



needs to address this so it can fully understand its staff profile and meet its public-sector duty.

The brigade has taken very little action to improve the diversity of its workforce. Its first wholetime recruitment campaign for nine years ended during our inspection. We were told there was very little positive action for this campaign. It has developed an action plan to increase workforce diversity, but this work is at an early stage. The brigade should give this its full attention.

The brigade has completed equality impact assessments for all its policies. It has taken some action to support staff retention of under-represented groups. However, it has done little to improve progression of these under-represented groups.

It is good that all staff have had e-learning equality and diversity training. The brigade has also invested in a day's face-to-face EDI training from an external provider. At the time of our inspection, the brigade told us, 78 percent of all staff have completed this training with remaining staff scheduled to complete in the next few months.

## Managing performance and developing leaders



### Good

Cleveland Fire Brigade is good at managing performance and developing leaders. But we found the following area in which it needs to improve:

#### Areas for improvement

- The brigade should put in place an open and fair process to identify, develop and support high-potential staff and aspiring leaders.

We set out our detailed findings below. These are the basis for our judgment of the brigade's performance in this area.

### Managing performance

The brigade has good arrangements in place to assess and develop the individual performance of all its staff and completion rates are high compared with other services. Every member of staff has an annual performance appraisal with their manager. The appraisal reviews the previous year's performance and sets targets and objectives for the coming year. It is also linked to the brigade's values to make sure they are being followed.

The number of staff who have completed their performance appraisal is monitored by the executive leadership team. As at 31 March 2018, the brigade had 541 full-time equivalent staff. Through the appraisal process, staff can take courses that focus on personal and professional development. Staff we spoke to were positive about the appraisal process, but on-call staff were less likely than wholetime staff to have had an appraisal by their manager.



## **Developing leaders**

Managers complete leadership and management training aligned to nationally recognised qualifications at certificate and diploma levels, approved by the Chartered Management Institute. The brigade has recently developed a mentor training programme with Cleveland Police to give staff the opportunity to be mentored across both organisations.

The appraisal process is used to identify staff that are interested in and suitable for promotion. We found that the promotion process is well documented and open. Staff we spoke to trust the promotion process that is in place and believe it is fair.

The brigade doesn't have a process to identify and develop staff with high potential to be senior leaders of the future.

## Annex A – About the data

Data in this report is from a range of sources, including:

- Home Office;
- Office for National Statistics (ONS);
- Chartered Institute of Public Finance and Accountancy (CIPFA);
- our public perception survey;
- our inspection fieldwork; and
- data we collected directly from all 45 fire and rescue services (FRSs) in England.

Where we collected data directly from FRSs, we took reasonable steps to agree the design of the data collection with services and with other interested parties, such as the Home Office. This was primarily through our Technical Advisory Group, which brings together representatives from the fire sector and the Home Office to support the inspection's design and development, including data collection.

We give services several opportunities to validate the data we collect to make sure the evidence presented is accurate. For instance, we asked all services to:

- check the data they submitted to us via an online application;
- check the final data used in each service report; and
- correct any errors they identified.

We set out the source of Service in Numbers data below.

### Methodology

#### Use of data in the reports and to form judgments

The data we cite in this report and use to form our judgments is the information that was available at the time of inspection. Due to the nature of data collection, there are often gaps between the timeframe the data covers, when it was collected, and when it becomes available to use.

If more recent data became available after inspection, showing a different trend or context, we have referred to this in the report. However, it was not used to form our judgments.

In a small number of cases, data available at the time of the inspection was later found to be incorrect. For example, a service might have identified an error in its original data return. When this is the case, we have corrected the data and used the more reliable data in the report.

## Population

For all uses of population as a denominator in our calculations, unless otherwise noted, we use [ONS mid-2017 population estimates](#). At the time of inspection this was the most recent data available.

## 2018 survey of public perception of the fire and rescue service

We commissioned BMG to survey attitudes towards FRSs in June and July 2018. This consisted of 17,976 surveys across 44 local FRS areas. This survey didn't include the Isles of Scilly, due to its small population. Most interviews were conducted online, with online research panels.

However, a minority of the interviews (757) were conducted face-to-face with trained interviewers in respondents' homes. A small number of respondents were also interviewed online via postal invitations to the survey. These face-to-face interviews were specifically targeted at groups traditionally under-represented on online panels, and so ensure that survey respondents are as representative as possible of the total adult population of England. The sampling method used isn't a statistical random sample. The sample size in each service area was small, varying between 400 and 446 individuals. So any results provided are only an indication of satisfaction rather than an absolute.

[Survey findings are available on BMG's website.](#)

## Staff survey

We conducted a staff survey open to all members of FRS workforces across England. We received 3,083 responses between 8 March and 9 August 2019 from across the 15 Tranche 3 services.

We view the staff survey as an important tool in understanding the views of staff who we may not have spoken to, for a variety of reasons, during fieldwork.

However, you should consider several points when interpreting the findings from the staff survey.

The results are not representative of the opinions and attitudes of a service's whole workforce. The survey was self-selecting, and the response rate ranged from 7 percent to 40 percent of a service's workforce. So any findings should be considered alongside the service's overall response rate, which is cited in the report.

To protect respondents' anonymity and allow completion on shared devices, it was not possible to limit responses to one per person. So it is possible that a single person could have completed the survey more than once.

Each service was provided with a unique access code to try to make sure that only those currently working in a service could complete the survey. However, it is possible that the survey and access code could have been shared and completed by people other than its intended respondents.

We have provided percentages when presenting the staff survey findings throughout the report. When a service has a low number of responses (less than 100), these figures should be treated with additional caution. Percentages may sum to more than 100 percent due to rounding.

Due to the limitations set out above, the results from the staff survey should only be used to provide an indicative measure of service performance.

## Service in numbers

A dash in this graphic indicates that a service couldn't give data to us or the Home Office.

### Perceived effectiveness of service

We took this data from the following question of the 2018 survey of public perceptions of the FRS:

How confident are you, if at all, that the fire and rescue service in your local area provides an effective service overall?

The figure provided is a sum of respondents who stated they were either 'very confident' or 'fairly confident'. Respondents could have also stated 'not very confident', 'not at all confident' or 'don't know'. The percentage of 'don't know' responses varied between services (ranging from 5 percent to 14 percent).

Due to its small residential population, we didn't include the Isles of Scilly in the survey.

### Incidents attended per 1,000 population

We took this data from the Home Office fire statistics, '[Incidents attended by fire and rescue services in England, by incident type and fire and rescue authority](#)' for the period from 1 January 2018 to 31 December 2019.

Please consider the following points when interpreting outcomes from this data.

- There are seven worksheets in this file. The 'FIRE0102' worksheet shows the number of incidents attended by type of incident and fire and rescue authority (FRA) for each financial year. The 'FIRE0102 Quarterly' worksheet shows the number of incidents attended by type of incident and FRA for each quarter. The worksheet 'Data' provides the raw data for the two main data tables (from 2009/10). The 'Incidents chart - front page', 'Chart 1' and 'Chart 2' worksheets provide the data for the corresponding charts in the statistical commentary. The 'FRS geographical categories' worksheet shows how FRAs are categorised.
- Fire data, covering all incidents that FRSs attend, is collected by the Incident Recording System (IRS). For several reasons some records take longer than others for services to upload to the IRS. Totals are constantly being amended (by relatively small numbers).
- We took data for Service in Numbers from the August 2019 incident publication. So, figures may not directly match more recent publications due to data updates.

## Home fire safety checks per 1,000 population

We took this data from the Home Office fire statistics, '[Home Fire Safety Checks carried out by fire and rescue services and partners, by fire and rescue authority](#)' for the period from 1 April 2017 to 31 March 2018.

Each FRS figure is based on the number of checks it carried out. It doesn't include checks carried out by partners.

Please consider the following points when interpreting outcomes from this data.

- Dorset FRS and Wiltshire FRS merged to form Dorset and Wiltshire FRS on 1 April 2016. All data for Dorset and Wiltshire FRSs before 1 April 2016 is excluded from this report.
- Figures for 'Fire Risk Checks carried out by Elderly (65+)', 'Fire Risk Checks carried out by Disabled' and 'Number of Fire Risk Checks carried out by Partners' don't include imputed figures because a lot of services can't supply these figures.
- The checks included in a home fire safety check can vary between services. You should consider this when making direct comparisons between services.
- Home fire safety checks may also be referred to as home fire risk checks or safe and well visits by services.
- After inspection, East Sussex FRS resubmitted data on its total number of home fire safety checks and the number of checks targeted at the elderly and disabled in the year to 31 March 2018. The latest data changes the percentage of checks that were targeted at the elderly (from 54.1 percent to 54.9 percent) and disabled (from 24.7 percent to 25.4 percent) in England. However, as noted above, in all reports we have used the original figures that were available at the time of inspection.

## Fire safety audits per 100 known premises

Fire protection refers to FRSs' statutory role in ensuring public safety in the wider built environment. It involves auditing and, where necessary, enforcing regulatory compliance, primarily but not exclusively in respect of the provisions of the [Regulatory Reform \(Fire Safety\) Order 2005 \(FSO\)](#). The number of safety audits in Service in Numbers refers to the number of audits services carried out in known premises. According to the Home Office's definition, "premises known to FRAs are the FRA's knowledge, as far as possible, of all relevant premises; for the enforcing authority to establish a risk profile for premises in its area. These refer to all premises except single private dwellings".

We took this from the Home Office fire statistics, '[Fire safety audits carried out by fire and rescue services, by fire and rescue authority](#)' for the period from 1 April 2017 to 31 March 2018.

Please consider the following points when interpreting outcomes from this data.

- Berkshire FRS didn't provide figures for premises known between 2014/15 and 2017/18.
- Dorset FRS and Wiltshire FRS merged to form Dorset and Wiltshire FRS on 1 April 2016. All data for Dorset and Wiltshire FRSs before 1 April 2016 is excluded from this report.

- Several FRAs report ‘Premises known to FRAs’ as estimates based on historical data.

### **Firefighter cost per person per year**

We took the data used to calculate firefighter cost per person per year from the annual financial data returns that individual FRSs complete and submit to CIPFA, and [ONS mid-2017 population estimates](#).

You should consider this data alongside the proportion of firefighters who are wholetime and on-call.

### **Number of firefighters per 1,000 population, five-year change in workforce and percentage of wholetime firefighters**

We took this data from the Home Office fire statistics, ‘[Total staff numbers \(full-time equivalent\) by role and by fire and rescue authority](#)’ as at 31 March 2018.

Table 1102a: Total staff numbers (FTE) by role and fire authority – Wholetime Firefighters and table 1102b: Total staff numbers (FTE) by role and fire authority – Retained Duty System are used to produce the total number of firefighters.

Please consider the following points when interpreting outcomes from this data.

- We calculate these figures using full-time equivalent (FTE) numbers. FTE is a metric that describes a workload unit. One FTE is equivalent to one full-time worker. But one FTE may also be made up of two or more part-time workers whose calculated hours equal that of a full-time worker. This differs from headcount, which is the actual number of the working population regardless if employees work full or part-time.
- Some totals may not aggregate due to rounding.
- Dorset FRS and Wiltshire FRS merged to form Dorset and Wiltshire FRS on 1 April 2016. All data for Dorset and Wiltshire FRSs before 1 April 2016 is excluded from this report.

### **Percentage of female firefighters and black, Asian and minority ethnic (BAME) firefighters**

We took this data from the Home Office fire statistics, ‘[Staff headcount by gender, fire and rescue authority and role](#)’ and ‘[Staff headcount by ethnicity, fire and rescue authority and role](#)’ as at 31 March 2018.

Please consider the following points when interpreting outcomes from this data.

- We calculate BAME residential population data from ONS 2011 census data. This figure is calculated by dividing the BAME residential population by the total population.
- We calculate female residential population data from ONS mid-2017 population estimates.
- The percentage of BAME firefighters does not include those who opted not to disclose their ethnic origin. There are large variations between services in the number of firefighters who did not state their ethnic origin.

- Dorset FRS and Wiltshire FRS merged to form Dorset and Wiltshire FRS on 1 April 2016. All data for Dorset and Wiltshire FRSs before 1 April 2016 is excluded from this report.

## Annex B – Fire and rescue authority governance

These are the different models of fire and rescue authority (FRA) governance in England. Cleveland Fire Brigade is a combined FRA.

### **Metropolitan FRA**

The FRA covers a metropolitan (large urban) area. Each is governed by locally elected councillors appointed from the constituent councils in that area.

### **Combined FRA**

The FRA covers more than one local authority area. Each is governed by locally elected councillors appointed from the constituent councils in that area.

### **County FRA**

Some county councils are defined as FRAs, with responsibility for fire and rescue service provision in their area.

### **Unitary authorities**

These combine the usually separate council powers and functions for non-metropolitan counties and non-metropolitan districts. In such counties, a separate fire authority runs the fire services. This is made up of councillors from the county council and unitary councils.

### **London**

Day-to-day control of London's fire and rescue service is the responsibility of the London fire commissioner, accountable to the Mayor. A Greater London Authority committee and the Deputy Mayor for Fire scrutinise the commissioner's work. The Mayor may arrange for the Deputy Mayor to exercise his fire and rescue functions.

### **Mayoral Combined Authority**

Only in Greater Manchester. The Combined Authority is responsible for fire and rescue functions but with those functions exercised by the elected Mayor. A fire and rescue committee supports the Mayor in exercising non-strategic fire and rescue functions. This committee is made up of members from the constituent councils.



## **Police, fire and crime commissioner FRA**

The police, fire and rescue commissioner is solely responsible for the service provision of fire & rescue and police functions.

## **Isles of Scilly**

The Council of the Isles of Scilly is the FRA for the Isles of Scilly.

December 2019 | © HMICFRS 2019 | ISBN: 978-1-78655-918-0

[www.justiceinspectorates.gov.uk/hmicfrs](http://www.justiceinspectorates.gov.uk/hmicfrs)



# SAFER HARTLEPOOL PARTNERSHIP

4<sup>th</sup> September 2020



**Report of:** Chief Inspector Pete Graham, Cleveland Police

**Subject:** HARTLEPOOL COMMUNITY SAFETY TEAM -  
NEIGHBOURHOOD POLICING

---

## 1. PURPOSE OF REPORT

1.1 For information. To provide an update on Neighborhood Policing.

## 2. BACKGROUND

2.1 Over the last year, with reducing Police resources, many Police Officers were moved from neighborhoods to tackle demand and reduce risk within our community. With the introduction of a new Chief Constable and his clear direction to provide Neighbourhood Policing and the recent officer recruitment, the number of Neighbourhood officers are to increase to support the Integrated Hartlepool Community Safety Team.

2.2 The Community Safety Team will focus on vulnerability, problem solving and reducing risk and in doing so reduce crime, anti-social behavior and engage with the community.

## 3. POLICE OFFICER NUMBERS

3.1 The Chief Constable, Richard Lewis, has publically stated his intention to re-establish Neighbourhood Policing and this is evidenced with the introduction of a dedicated Chief Inspector in each of the Local Policing Areas. Plans are in place to increase, as quickly as possible, the number Police Officers to support the current PCs and PCSO establishment in Hartlepool.

3.2 As of July 2020 the increasing resource has allowed a return to 3 teams (from 2) and they now cover 7 days/week. The supervision team is to expand and an additional Sergeant is to arrive in August. The number of officers per team is to increase further over the next few months our aim is to have 6 x Police Constables on every team. The number of PCSOs should also increase further once training is completed.

#### **4. CONCLUSION**

- 4.1 Neighbourhood Policing is to return to support the Integrated Hartlepool Community Safety Team, to help reduce crime and anti-social behavior and importantly to provide a service to our community to help reinvigorate community engagement.

#### **5. CRIME AND DISORDER CONSIDERATIONS**

- 5.1 The Safer Hartlepool Partnership has a statutory responsibility to implement strategies to reduce crime and anti-social behavior.

#### **6. RECOMMENDATION**

- 6.1 That the Safer Hartlepool Partnership members note and comment on the content of the report.
- 6.2 That Safer Hartlepool Partnership members be updated further when all Neighbourhood Police Officers are in post.

#### **7. CONTACT OFFICER(S)**

Chief Inspector Pete Graham  
Hartlepool Police Station  
Avenue Road  
Hartlepool  
TS24 8AJ

Tel: 01642 302100

Email: [peter.graham@cleveland.pnn.police.uk](mailto:peter.graham@cleveland.pnn.police.uk)

# SAFER HARTLEPOOL PARTNERSHIP

4 September 2020



**Report of:** Chair of the Audit and Governance Committee

**Subject:** **ANTI-SOCIAL BEHAVIOUR IN HARTLEPOOL - FINAL REPORT**

---

## 1. PURPOSE OF REPORT

- 1.1 Non key decision. To present the Audit and Governance Committee's finding following completion of its investigation into Anti-Social Behaviour in to Hartlepool.

## 2. BACKGROUND

- 2.1 In fulfilling the requirements of the Police and Justice Act 2006, the Council's Audit and Governance Committee, explored potential issues for consideration under its statutory crime and disorder scrutiny responsibilities.
- 2.2 Following consideration of a wide array of potential topics, the issue of anti-social behaviour was highlighted as an issue of significantly importance for residents and the topic identified as the primary focus for Audit and Governance Committee's 2019/20 investigation.
- 2.3 During 2019/20 the Audit and Governance Committee completed an extensive piece of work which culminated in the production of a detailed report. As Chair of the Audit and Governance Committee, I would like to present the Committee's final report and its recommendations, as attached at **Appendix A**, for consideration by the Safer Hartlepool Partnership (SHP).
- 2.4 It is recognised that a detailed Action Plan will be needed to assist the Partnership in the formulation of an informed view on each of the recommendations. It had originally been intended that the SHP would consider the report at its meeting in March 2020, and report back to the Audit and Governance Committee within 28 days, however the Covid-19 pandemic has resulted in a delay in consideration of the report and production of an Action Plan.
- 2.5 On this basis, the Partnership is asked to receive the report at its first meeting of the new Municipal Year, agree the recommendations contained

within it pending formulation of a detailed Action Plan for submission to the Audit and Governance Committee. The Action Plan to be developed, implemented and monitored via the SHP, with the involvement of all partners.

- 2.6 Progress in implementing the recommendations of the report are to be reported back to the Audit and Governance Committee on a six monthly basis, as the Council's Crime and Disorder Committee.

### 3. OTHER CONSIDERATIONS

Risk Implications	No relevant issues
Financial Considerations	No relevant issues
Legal Considerations	No relevant issues
Consultation	No relevant issues
Child/Family Poverty Considerations	No relevant issues
Equality and Diversity Considerations	No relevant issues
Section 17 of The Crime And Disorder Act 1998 Considerations	No relevant issues
Staff Considerations	No relevant issues
Asset Management Considerations	No relevant issues

### 4. RECOMMENDATIONS

- 4.1 That SHP Members:

- i) Receive the Audit and Governance Committee's Anti-Social Behaviour report and agree its recommendations, pending consideration of a detailed Action Plan.
- ii) Develop an Action Plan for implementation of the report's recommendations for consideration at its meeting in November 2020.
- iii) Monitor the implementation of the Action Plan and report progress back to the Audit and Governance Committee on a six monthly basis.

### 4. REASONS FOR RECOMMENDATIONS

- 4.1 To progress presentation of the report and seek implementation of its recommendations.

### 5. BACKGROUND PAPERS

No background papers were used in the production of this report.

**6. CONTACT OFFICER**

Joan Stevens, Statutory Scrutiny Manager  
Hartlepool Borough Council  
[Joan.Stevens@hartlepool.gov.uk](mailto:Joan.Stevens@hartlepool.gov.uk)





**Report of:**       **AUDIT AND GOVERNANCE COMMITTEE**

**Subject:**        **ANTI-SOCIAL BEHAVIOUR IN HARTLEPOOL - FINAL REPORT**

---

## **1.       PURPOSE OF REPORT**

- 1.1       To present the findings of the Audit and Governance Committee's investigation into Anti-Social Behaviour (ASB) in Hartlepool.

## **2.       SETTING THE SCENE**

- 2.1       In fulfilling the requirements of the Police and Justice Act 2006, the Council's Audit and Governance Committee, explored potential issues for consideration under its statutory crime and disorder scrutiny responsibilities.
- 2.2       A variety of topics were considered and attention drawn to a number of specific issues with clear links in terms of cause and impact:
- ASB by Young People;
  - Allocation of Police Resources (officers and other assets); and
  - Drugs Usage.
- 2.3       Members recognised the importance of all three issues as matters of public interest with a real impact on the health and environmental wellbeing of residents. Of the three, the prevalence and impact of ASB in Hartlepool was recognised as a particularly contentious issue, with an apparent contradiction between public perception and data which showed a reduction in reported incidents year on year.<sup>1</sup> In addition to this, there appeared to be a misconception that young people are responsible for the majority of incidents of ASB, when in reality the highest proportion of ASB reports (2/3) relate to the actions of adults.<sup>2</sup> This apparent difference between perception and recorded data was an issue of real concern for the Committee.
- 2.4       Of the three issues raised, ASB was identified as the logical primary focus for investigation, with recognition of the cross generational makeup of both offenders and victims. On this basis, it was agreed that in 2019/20 the Committee would focus on the broader issue of ASB, with the impact of police resourcing and drug / alcohol misuse forming logical strands of the investigation.

## **3.       OVERALL AIM OF THE SCRUTINY INVESTIGATION**

- 3.1       To understand the true impact and cost of ASB on our communities and explore where / how prevention and intervention services could potentially be improved.

---

<sup>1</sup> Safer Hartlepool Partnership Performance Data for Quarter 3 (October 2018 – December 2018)

<sup>2</sup> Safer Hartlepool Partnership Annual Strategic Assessment

#### 4. MEMBERSHIP OF THE AUDIT AND GOVERNANCE COMMITTEE

- 4.1 The membership of the Audit and Governance Committee was Councillors Black, Hall, Hamilton, Harrison, James, Loynes and Ward, along with Co-opted Member Ms Clare Wilson.

#### 5. TERMS OF REFERENCE AND METHODS OF INVESTIGATION

- 5.1 Members of the Audit and Governance Committee met formally during 2019/20 to discuss and receive evidence relating to its investigation. A detailed record of the issues raised during these meetings is available from the Council's Democratic Services and a summary of the terms of reference and methods of investigation are outlined in **Appendix 1**.

#### 6. WHAT IS ANTI-SOCIAL BEHAVIOUR (ASB)

- 6.1 The Committee at its meeting on the 5<sup>th</sup> September 2019 welcomed a detailed 'setting the scene' presentation covering the following:
- ASB definitions and guidance;
  - What constitutes ASB (categories and qualifiers); and
  - Where can ASB be reported.
- 6.2 The evidence provided gave the Committee a baseline for its investigation, with a variety of views and comments feeding in to the formulation of its conclusions and recommendations (as detailed in Sections 15 and 16).

##### ASB Definitions and Guidance

- 6.3 Members learned that two separate definitions of ASB are applied with a differentiation based upon the location of the incident:
- In a public place it is '*Conduct that caused, or is likely to cause harassment, alarm or distress*'<sup>3</sup>; and
  - At home it is '*Conduct capable of causing nuisance and annoyance to a person in relation to that person's occupation of residential premises*'.<sup>4</sup>
- 6.4 Whilst the differentiation between incidents at home or in public were apparent, Members were very aware of the confusion created by the absence of a clear distinction between what is anti-social and what is criminal behaviour, with the severity of an act a significant factor in its categorisation (i.e. some low-level crimes are identified as ASB). The vague nature of guidance<sup>5</sup> was also an issue in that:
- Whilst extremely intimidating or violent behaviour would be considered a criminal offence, one-off threat would be deemed anti-social; and

---

<sup>3</sup> Crime, Anti-social Behaviour and Policing Act 2014

<sup>4</sup> Housing Act 2004

<sup>5</sup> Home office Guidance (Defining and measuring anti-social behaviour

([https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/116655/dpr26.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/116655/dpr26.pdf))

- In terms of drug dealing the anti-social element lies less in the act, which is criminal, and more in the fact that drugs are being illegally sold and used in public areas which has an impact on those who work and live nearby.

### What constitutes ASB (categories and qualifiers)

6.5 In addition to gaining an understanding of the agreed definitions of ASB, Committee explored the various categories and qualifiers of ASB used by both Cleveland Police and the Local Authority:-

i) *Cleveland Police categories of ASB* (as required to comply with National Standards for Incident Recording):

- Categories:-

- Personal (behaviour targeted at an individual);
- Nuisance (behaviour that effects communities); and
- Environmental (person or group behaviour with an effect on environment).

- Qualifiers:-

- Drugs;
- Alcohol;
- Mental Health;
- Hate types; and
- Youth related.

i) *Local Authority Categories of ASB - Table 1*

Table 1 - ASB Categories	
Substance Misuse/Dealing	Rowdy Behaviour
Street Drinking	Nuisance Behaviour
Begging	Hoax Calls
Prostitution/Kerb Crawling	Animal Nuisance
Sexual Acts	Harassment/Intimidation
Abandoned Vehicles	Criminal Damage/Vandalism
Vehicle Nuisance	Litter/Rubbish
Noise Nuisance	Hate incident

- Qualifiers (as detailed in **Appendix 2**)

6.6 Based upon a comparison of each organisations' comparators and qualifiers, surprise was expressed at the range of areas covered and whilst some were very obvious many were subjective in terms of the perception and levels of tolerance of individuals.

### Where can ASB be reported

6.7 Members noted that ASB can be reported through multiple avenues (Cleveland Police, Hartlepool Community Safety Team, Thirteen Housing Group, Councillors and the Member of Parliament for Hartlepool). The Committee, however, referenced anecdotal evidence that confusion was a contributory factor to the under reporting of incidents and these concerns were supported by the outcomes of the consultation exercises outlined in Section 12 of this report.

## 7. NATIONAL, REGIONAL AND LOCAL LEVELS OF ASB

- 7.1 Members obtained a clear picture of ASB in Hartlepool and utilised wider regional and national data as a baseline against which public perception and evidence gathered as part of the investigation could be compared.

### The National / Regional Position (April 2016 to March 2019)

- 7.2 The Committee discovered that over the period, between April 2016 and March 2019, the rate of ASB per 1000 population in England was 24, compared to a rate of 38<sup>6</sup> rate in the North East of England.
- 7.3 Looking across Cleveland it was apparent that rates in Redcar and Cleveland, Middlesbrough, Stockton and Hartlepool are also significantly above the national and North East rates (as detailed in Table 2 below) and that Hartlepool was in fact the third worst area across Cleveland. Whilst the data provided showed a general downward trend, with a 31% reduction in 2019, Members were concerned that this was not a true reflection of the position given the feedback received from residents.

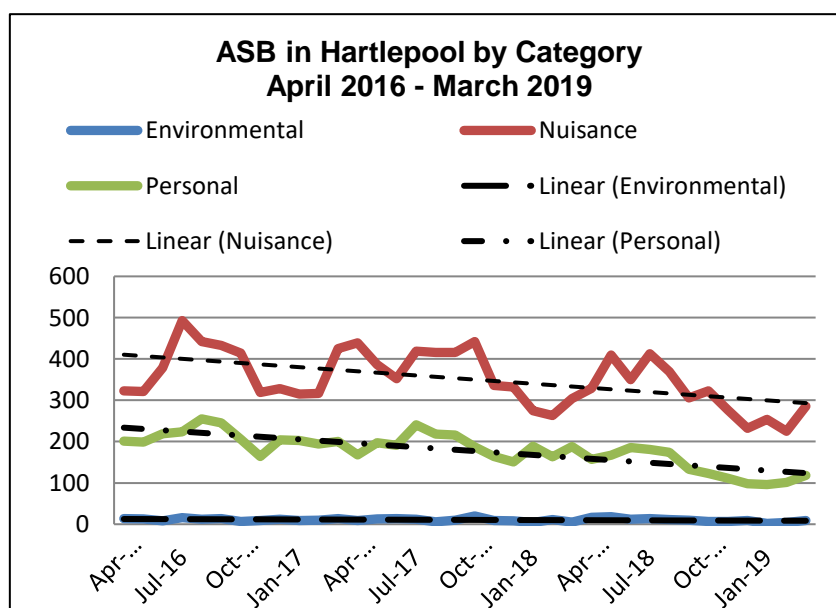
**Table 2 – ASB Rates Across Cleveland (April 2016 to March 2019)**

Rate Per 1000 Population	Hartlepool	Redcar Cleveland &	Middlesbrough	Stockton
2016/17	78.6	71.7	96.1	68.2
2017/18	74.4	70.9	97.4	64.4
2018/19	60.8	51.2	79.1	54.1

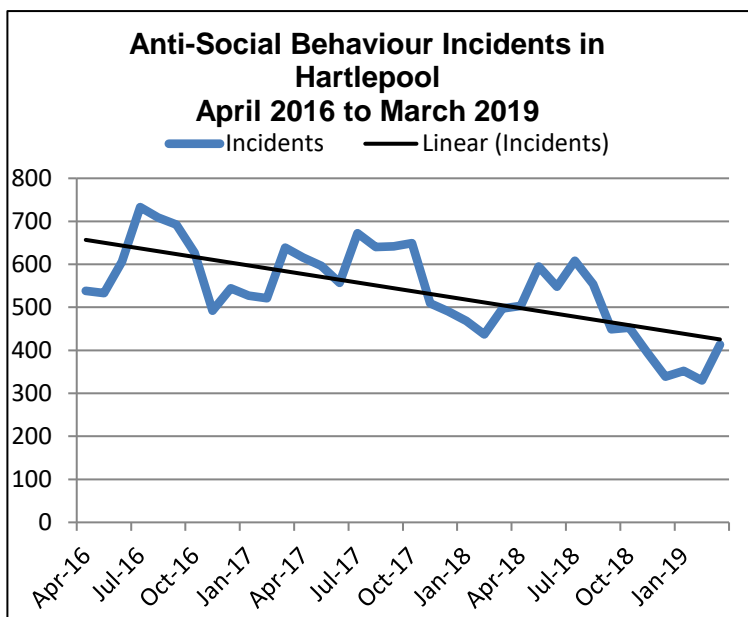
### Hartlepool Position (April 2016 to March 2019)

- 7.4 Members were shocked to find that over the period between April 2016 and March 2019 the rate of ASB per 1000 population in Hartlepool was 61. This represented a significant increase on the North East rate and was distressingly 3 times the national figure. In further drilling down into the position in Hartlepool, Members also learned the following.

- i) **Chart 1** - There had been an overall reduction in ASB reported to the Police



<sup>6</sup> ONS Crime in England and Wales: Police Force Area Data Tables – September 2019

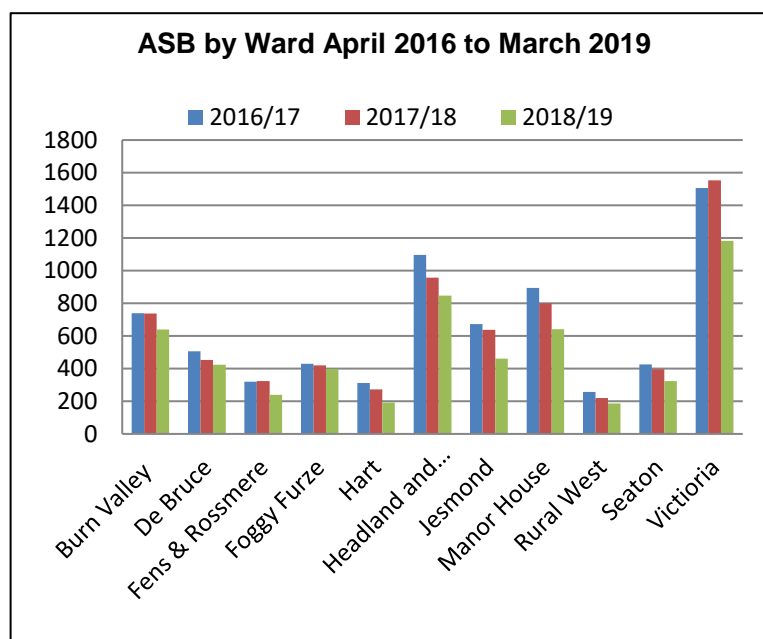


ii) **Chart 2** - ASB across all categories had fallen with:

- Nuisance behaviour the most prevalent; and
- Limited reporting of environmental ASB.

iii) **Chart 3** - ASB occurs in all Wards across in Hartlepool regardless of levels of deprivation.

However, Members were not surprised to find that the highest level of reported ASB were in the Victoria, Headland and Harbour and Manor House Wards, all of which are amongst the most deprived Wards in the town.



7.5 The Committee found that whilst ASB in Hartlepool is reported by people of all ages and backgrounds, the majority of reports are made by females aged 18-34 years. Data also showed that of the 850 perpetrators for ASB identified in 2018/19, two-thirds were male, aged 25-44 years and the number of incidents of ASB by young people in 2018/19 had decreased by 26%, compared with 2016/17.

7.6 Cased on the data provided, Members felt strongly that is was important to dispel the myth that young people are the primary perpetrators of ASB. There was also concern regarding the contradiction between the issue of under reporting of ASB and the perceived impact of a lack of confidence in responses and resulting actions, alongside a potential fear of reprisals for residents in some Wards. Also, that the reporting mechanisms did not appear to be working and that the approach needs to be rethought / redesigned. It was suggested by the Committee that more innovative, accessible and free ways of reporting incidents of ASB be explored, especially for older residents and people who are not confident with electronic reporting. This to include the development of a single point of contact.

## 8. EXPERT EVIDENCE

- 8.1 As part of its investigation the Committee obtained a professional view of ASB via a number of sources, as detailed below.
- 8.2 Anti-Social Behaviour Conference – 15<sup>th</sup> October 2019 - Members attended a national conference on the 15<sup>th</sup> October 2019 which highlighted the outcome of an investigation undertaken, in 2012, by Her Majesty's Inspectorate of Constabulary. A number of important issues were highlighted, specifically that police are failing to record ASB; only 19 police authorities had identified vulnerable or intimidated residents; victims are passed from 'pillar to post' across agencies and ASB Orders were rarely being used or enforced when breached.
- 8.3 Feedback from the conference by Members highlighted the aim of the Crime and Policing Act 2014 through simpler, more effective powers to tackle ASB and protect victims and communities. However, a subsequent piece of work commissioned by the Victims' Commissioner, entitled 'ASB: A Living Nightmare (2019)<sup>7</sup>', had shown disappointingly that:
- Whilst agency powers are better and more streamlined, containing positive requirements, they are not solving the problem with 38% of people witnessing or experiencing ASB – an increase since 2012;
  - Agencies are no more held to account;
  - Empowerment of victims and communities has failed;
  - Empowerment in the face of ASB and crime is important because of the effect on those it disempowers; and
  - Victims are pushed from 'pillar to post, with no one agency taking charge.
- 8.4 Members referenced discussions in relation to begging, cuckooing and problems experienced with criminal gangs and loan sharks exploiting the genuinely homeless and vulnerable (including young people / County Lines activity) as examples of ASB. In relation to these issues, support was expressed for the success of Operation Grantham, which had been launched to deal with some of the complaints received in relation to the 22 known persistent beggars. Members welcomed actions taken to support those who had wished to access support from the charity Cornerstone, who had identified 30 people sleeping rough during the three month period. It was noted with disappointment that most of the homeless offered support had refused help and it was believed that many were begging to get money for drugs. Members fully recognised the factors that lead to homelessness and the challenges that face those on the street, however, support was expressed for the enforcement action taken and the initiative implemented to encouraging people give money to foodbanks instead of directly to the homeless.
- 8.5 University of Nottingham Trent University Study - The Committee welcomed Dr James Hunter from Nottingham Trent University to a meeting on the 7<sup>th</sup> November 2019 to present further details of the ASB: A Living Nightmare report and its findings. Members were interested to learn that different types of ASB have distinctive characteristics in terms of perception, experience, reporting and impact and include:

---

<sup>7</sup> <https://victimscommissioner.org.uk/published-reviews/anti-social-behaviour-living-a-nightmare/>

- Youths/teenagers/groups hanging around on the street
- Street drinking/drunken behaviour/under-age drinking
- Loud music or other noise
- Environmental, e.g. litter, fly tipping or dog fouling
- Nuisance neighbours
- Sexual, e.g. kerb crawling or evidence of prostitution
- Problems with out of control or dangerous dogs
- Inconsiderate behaviour
- Vandalism, criminal damage or graffiti
- People being intimidated, threatened or verbally abused
- Vehicle-related, e.g. abandoned vehicles or joy riding
- Begging, vagrancy, problems with homeless people

8.6 In addition, the Crime Survey for England and Wales had identified that:-

i) Those who experience/witness ASB are also likely to be:

- Younger
- Females
- Non-white
- Social renters
- Low income households
- Intermediate/manual occupation
- Living in more deprived areas

ii) Risk and protective factors increase or decrease the likelihood of experiencing or witnessing ASB (as in Table 3).

**Table 3 – Risk and Protective Factors**

<b>RISK FACTORS</b>		<b>PROTECTIVE FACTORS</b>	
<b>Male</b>	<b>Married/Divorced</b>	<b>Older</b>	<b>Non white</b>
Has Educational Qualifications		Widowed	
Household Income <£10k pa	Lone Parent Household		
Social renter	Flat or terraced house	Private renter	
Lived 12 months or more in the area	Lives house unoccupied	Higher barriers to housing	
Income deprived	High crime risk	Similar national identity	
Similar age groups		Similar social class	

8.7 Members recognised the value of this data in helping map ASB where there is under reporting, in order to better focus resources. They were also drawn to the element of the Act<sup>8</sup> relating to the introduction of a community remedy called the ‘Community Trigger’ which aimed to empower victims and communities to have a greater say in how agencies respond to complaints of ASB. Of particular interest to the Committee, was the requirement to promote the Trigger to ensure that people are aware of it and that case reviews are undertaken where residents pass the required threshold<sup>9</sup>. However, it was apparent that the process around the trigger was not fit for purpose with a lack of knowledge / understanding by police, local authorities and housing providers; poor advertising by local authorities and failure to inform victims when they reach the trigger thresholds and a lack of transparency of trigger procedures. In fact only 3% of people had even heard of the Trigger.

<sup>8</sup> Crime, Anti-social Behaviour and Policing Act 2014

<sup>9</sup> Hartlepool threshold - 3 qualifying complaints reported within a 6 month period by the same person



- 8.8 The Integrated Community Safety Team acts as the single point of contact for the Community Trigger on behalf of all partners involved, and the Committee acknowledged that the position in Hartlepool mirrored that across the country, with Members and residents unaware of the Community Trigger process. This view was supported by the results of the consultation exercise (as detailed in Section 12) with to date only one Trigger request received, that failed to meet the required criteria. In terms of Members involvement in the Community Trigger process, it was strongly felt additional training is required.
- 8.9 Whilst it was confirmed that the Trigger is referenced on Hartlepool Borough Council's website, it was suggested that promotion of its existence be improved. However, it was recognised that this could have resource implications as a result of an increased number of Triggers received and that how this could be balanced with the need for greater transparency should be explored.
- 8.10 Further to this, Members also fully supported views outlined in the ASB: A Living Nightmare report that:
- ASB must not be perceived as a 'low level' crime by partners, including the police. ASB is a significant crime with a significant detrimental effect on its victims and surrounding areas and should be considered as a priority across all agencies as it can lead to criminal behavior;
  - Victims should be able to attend resolution meetings;
  - Resolution meetings should be chaired by an independent person, avoiding the impression that Councils and the police are 'marking their own homework'; and
  - The 101 police line is not effective.
- 8.11 Members learned from the report that the cumulative effect of ASB is often not taken into account, resulting in those handling ASB complaints failing to appreciate the scale of the impact on victims. The reporting of ASB was also often problematic with victims being passed from one agency to another and lengthy often unanswered calls to the 101 police phone line. In light of the, Members suggested that a more streamlined approach was needed for professionals to report incidents of ASB, to avoid unnecessary personal information having to be relayed and delay any action being undertaken.

## **9. PARTNERSHIP WORKING TO RESPOND TO ASB**

- 9.1 Further to receiving confirmation of the various routes through which ASB could be reported, the Committee gained a clear understanding of the way services are structured across agencies. The Committee was reminded of the creation of an Integrated Community Safety Team and the clear commitment to dealing with community safety issues across partners through the co-location of resources/representatives from the Council, Cleveland Police, Cleveland Fire Brigade and the Cleveland Victim Care and Advice Service (VCAS). Members welcomed evidence from each of the partners responsible for responding to ASB in Hartlepool.

### **The Integrated Community Safety Team**

- 9.2 Hartlepool Borough Council - Of particular interest to the Committee was the structure, role and activities of the Integrated Community Safety Team (**Appendix 3**). Members



discovered that the Hartlepool Borough Council contribution to the team consists of 28 Officers (including 2 ASB Officers, 1 Victim Support Officer and 8 Civil Enforcement Officers) pending recruitment. In relation to the Civil Enforcement Officers, concern was expressed regarding the split of their role and the potential impact of activities around parking enforcement on their ability to respond to ASB matters.

9.3 Members strongly supported the ground-breaking nature of extended partnership working and the ethos of the model, in aiming to improve information sharing / joint working, sharing resources and providing a co-ordinated approach to Community Safety. Equally, support was expressed for the team's operational model through the provision of complaints triage, a pro-active intelligence led problem solving approach and the use of a 'THRIVE' assessment which asks the following in dealing with any ASB report:

- **Threat** (what is the threat?)
- **Harm** (who / what is at risk?)
- **Risk** (how likely is it to happen?)
- **Investigation** (is there a need?)
- **Vulnerability** (is anyone a repeat victim?)
- **Engagement** (is it a big issue for the community?)

9.4 In understanding of the effectiveness of the Integrated Team, Members gained an understanding of the range of tools and powers available (detailed in Table 4), in conjunction with the team's activities and successes.

<b>Table 4 – Tools</b>	<b>Enforcement Powers</b>
i) Education / publicity campaigns (including ASBAD Days); ii) Engagement / diversion activities (including the SORTED Programme where schools identify young people of concern); iii) Referrals into support services (particularly for younger offenders); iv) Warnings; and v) Acceptable Behaviour Agreements used before enforcement (including fixed penalty notices, premise closure orders / criminal behaviour orders).	vi) Community Protection Notices; vii) Fixed Penalty and Penalty Charge Notices; viii) Civil Injunctions; ix) Premise Closure Orders; x) Possession Orders (Council tenants only); xi) Criminal Behaviour Orders; xii) Criminal Offences; and xiii) Powers of partners.

9.5 The Committee considered examples of interventions carried out by the Integrated Community Safety Team and was impressed by the activities and achievements, outlined below, in dealing with the instances of ASB:

- Crime prevention support for businesses;
- Victims provided with victim support and crime prevention assistance (homes target hardened);
- Formal warnings issued, Acceptable Behaviour Agreements signed;
- Restorative Justice carried out;
- Fire Starter Intervention Courses attended;
- Days of action, 'Report It' publicity campaign;
- CCTV cameras installed;
- Multiple drugs warrants issued and five drug dens closed; and
- Premises Closure Orders

- 9.6 Members commended all those involved in the activities of the Integrated Team (across all partners), with particular reference to:-
- i) The success of operations across the town, however, there was concern regarding the displacement of ASB into neighbouring areas which could decline rapidly if action was not taken. The Committee was reassured that the team had already started to go into the areas into which activity had been displaced and were in the process of gaining the support and confidence of residents to report. The intention is to begin to continue to target perpetrators of ASB;
  - ii) The continuation and reinstatement of the use of CCTV as a preventative and evidential measure to combat ASB; and
  - iii) Education undertaken with children and young people in schools through the:
    - The ASBAD Programme (aimed at Year 8 pupils). As a clear example of good practice, and something to be built upon, Members were disappointed to find that a number of schools had withdrawn from the programme. Whilst the pressure on curriculum time was recognised, Members felt strongly that this was a significant loss in preventing ASB and it was suggested that ways of encouraging secondary school buy-in to the ASBAD programme needed to be explored; and
    - The Crucial Crew (aimed at primary schools to raise awareness of the right choices around safety, including drugs and alcohol and the internet). Members were pleased to learn that every Year 6 pupil from all 31 primary schools in Hartlepool were invited to attend with the potential involve between 1,200 and 1,350 annually. Members learned that the programme is completely self-funded through donations and that each primary school was asked to donate £2 per pupil attending the programme for transport. Whilst disappointingly only two-thirds of all primary schools made the suggested donation, Members were encouraged that future sources of funding continued to be explored and that previous funding had been provided by Northern Power Grid and Thirteen Housing Group.
- 9.7 Members were of the view that whilst the focus of these programme is on the education of children and young people, the education of adults in terms of the impact of ASB must also be a priority. This could include opportunities to speak to adults and young people as part of existing local authority, and partner provided, engagement and activity programmes (e.g. free swims and holiday hunger).
- 9.8 Members were assured that through the new integrated team future issues could be dealt with more promptly across partners, in a way that could not have happened before. However, concern was expressed regarding the capacity of the team to deal with levels of ASB going forward, given that there were now only two dedicated ASB officers, compared to six (as of five years ago). Members felt this could be more of an issue if the perceived level of under reporting was correct and if the activities of the Integrated Team to encourage reporting was successful. Members were, however, assured that whilst activities would not be sustainable with any reduction in staffing levels, the team was currently working well on its existing establishment.
- 9.9 Cleveland Police - The Committee at its meeting on the 5<sup>th</sup> September 2019 received evidence from Cleveland Police regarding its activities, as part of the Integrated Team, in responding to ASB in Hartlepool. As summarised in **Table 4**.

- 9.10 With reference to the structure of the Integrated Team, Members welcomed indications that Cleveland Police allocated 25 Officers to the Neighbourhood Policing Team. However, concerns were reiterated regarding the impact of the perceived lack of police presence on the streets of Hartlepool and the detrimental effect the perceived reduction in PCSO's had on communities across the town. In response to these concerns, the Committee was delighted to learn that the phased return of PCSO's was ongoing, with the aim of providing one in each Ward. It was evident to Members that an increase in the number and visibility of Police Officers and PCSO's Officers patrolling in local areas would benefit communities and provide reassurance. However, issues were identified regarding wasted Police time by attending court cases which could often be adjourned or delayed. It was felt that the situation had been exasperated by the loss of satellite units and it was suggested that the Committee's concerns be raised with the Police and Crime Commissioner.
- 9.11 Looking in more detail at specific actions and outcomes, Members commended Police on the successful use of dispersal and closure orders in resolving recent incidents of ASB in Seaton Carew. Emphasis was also placed on the primary importance of engagement as a course of action and that enforcement is only part of the process to deal with the issue and attention was drawn to the historic success of practices such as Police and / or PCSO attendance at residents' meetings in raising their profile and promote confidence in reporting.
- 9.12 The Committee welcomed input from the Police and Crime Commissioner (PCC) at the meeting on the 9<sup>th</sup> January 2020 and were made aware of the success of the Victim Care and Support Service (VCAS), co-commissioned with Durham's Police and Crime Commissioner. The Committee noted with interest that for the Hartlepool area, the VCAS had supported 59 victims of ASB (between 1 April 2019 and 31 December 2019). The age range of these victims being 13-95 years with pre-existing vulnerabilities (e.g. isolation and disability) often contributing to them falling victim to ASB. With this in mind, Members highlighted the importance of identifying such vulnerable individuals as part of effective prevention measures.
- 9.13 The Committee welcomed PCC's commitment to neighbourhood policing and in particular the provision of funding for the provision across Cleveland of:
- Three School Liaison PCSO Officers and noted that this was in addition to PCSO allocated to Hartlepool (each of which is assigned to a school). Emphasis was placed on the importance of co-ordinating the activities of both sets of PCSO's with the potential for the School Liaison PCSO's to provide additional education and engagement activities for Hartlepool young people. It was, however, recognised that access around the school curriculum was an issue and support was expressed for the PCC's attempts to increase the programme; and
  - A Targeted Outreach Scheme in each local authority area, as detailed later in the report (Section 19.11). There were, however, concerns that despite a recent extension of funding by the PCC, future funding for this scheme was due to cease. Members felt strongly that the PCC should be lobbied to continue this funding going forward.
- 9.14 Building on the issues raised from a police perspective, Members reiterated concern that:

- The perception was that Police do not see ASB as a priority and that this made people feel there was no point in reporting. An assurance was welcomed from the PCC that ASB was given priority through his office, as a wider community and multi-agency issue. There was, however, concern that the use of the 'THRIVE' assessment prevented ASB from being an operational priority. Members reiterated the essential need for ASB to be seen as a serious crime and responded to accordingly by all partners;
- Whilst the statutory requirements for publicity of the community trigger were being fulfilled it was clear that awareness of it and how to access it is not widely known. It was highlighted that the new Police single point of contact reporting system failed to reference the Trigger and it was suggested that it be updated accordingly; and
- With the issue of tight resources across all partners, individuals must take a level of responsibility for their own actions. Attention was drawn to police data which showed high levels of opportunistic crime, especially in terms of car crime. This was contributed to by the fact that 8 / 9 out of 10 cars are left unlocked, with a need for owners to take responsibility for securing their own vehicles and removing valuables as preventative measures. Members also supported the view that parents need to take some responsibility for the actions of their children, and there was surprise that no actions currently exist to respond to breaches of Parenting Orders, however, indications were welcomed that this position could change with the development of community protection notices with enforceable conditions.

9.15 Cleveland Fire Brigade - The Committee at its meeting on the 5<sup>th</sup> September 2019 considered Cleveland Fire Brigade regarding its activities, as part of the Integrated Team, in responding to ASB in Hartlepool.

9.16 Members learned that ASB Crime & Policing Act 2014 provided the Fire Brigade with its powers to deal with deliberate fire-setting, as an agreed form of ASB. In gaining an understanding of the national position, the Committee found that Cleveland has the worst rate of Arson in England with 53 per 10,000 population (2017-18) compared to the National Average was 15 per 10,000 population. This had further increased in 2018-19 to 65 per 10,000 population.

9.17 When comparing the position in Hartlepool and across the wider region, Members learned that:-

i) Across Hartlepool:

- The Manor House and De Bruce Wards are deliberate fire hotspots. The location of these hotspots influenced by the presence of communal open and recreational areas; and
- In 2018-19 arson accounted for 84.9% (3656) of the total fires (4302) attended by the Cleveland Fire Brigade and shockingly those in Hartlepool (627) represented 17% of that total figure. This in turn represented a 51% increase in incidents since 2013/14 with a resulting direct economic cost to Hartlepool of £2.9m<sup>10</sup>. Conversely, on a more positive note, evidence showed that vehicle fires have decreased by 7%, to 27.

ii) Across Cleveland and the Tees Valley:

- Concerns regarding the level of deliberate fires in Hartlepool were supported by data that showed a rate of 67.4 fires per 10,000 population. It was highlighted that whilst this was slightly above the Cleveland average of 65, Hartlepool has

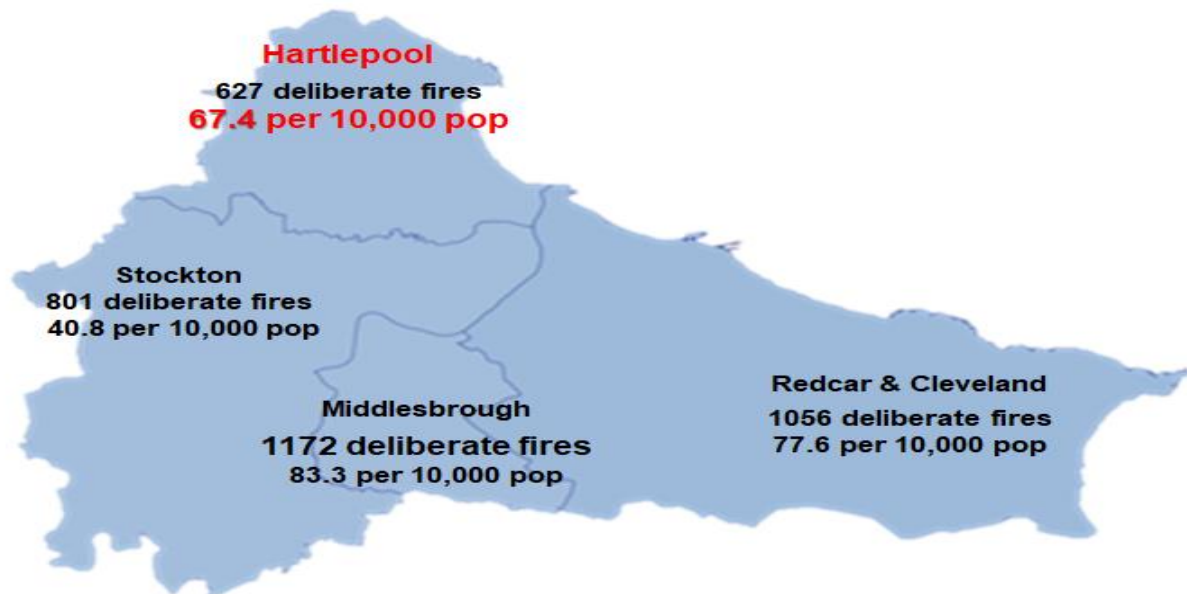
---

<sup>10</sup> Home Office calculations

the second lowest level of deliberate fires in the Tees Valley as shown in Map 1; and

- The issue of deliberate fires is a Tees Valley issue with both Middlesbrough and Redcar and Cleveland experiencing higher levels than Hartlepool. All Tees Valley Boroughs are well above the National Average rate of 15 per 10,000 population.

**Map 1 – Tees Valley Deliberate Fire Data**



- 9.18 In relation to under reporting, Members were surprised to learn that Fire Brigade arson figures were not included in the wider figures for ASB. Members felt strongly that such data should be included in order to give a true overall picture and drew attention to the potential benefit of all partner bodies respective data sets being combined with that of the expert witness (as detailed in Section 8). The resulting combined data being essential in the planning of prevention and intervention activities.
- 9.19 The Committee welcomed indications that violence to Fire Brigade staff is not really an issue in Hartlepool, with only 2 in 2018/19. The Committee was, however, open in its condemnation of any such actions against members of any the emergency services.
- 9.20 Whilst the Fire Brigade has no powers to reduce ASB, support was expressed for the collaborative work being undertaken by them with partners to maximise the use of powers under the 2014 Act<sup>11</sup>. Members also commended them on the success of their community engagement activities in engaging with vulnerable residents who may be indirectly susceptible to ASB and involvement in initiatives such as the Fix-My-Street<sup>12</sup> scheme, one of the aims of which was to enable and empower local people to remove the potential for arson and improve community pride.
- 9.21 Members queried if the Brigade's education programme still included visits to schools and whilst confirmation was welcomed that this did still occur, concern was expressed that problems in accessing secondary schools are also experienced by the Fire Brigade. On this basis, whilst curriculum pressures are recognised, it was felt that work was needed to explore how secondary schools could be encourage to participate in ASB preventative education programmes across all partners.

<sup>11</sup> ASB Crime and Policing Act 2014

<sup>12</sup> [https://www.fixmystreet.com/?gclid=EAlaIqObChMik6T8rN3\\_4wIVBbDtCh3mjwLxEAAAYASAAEgLiPFD\\_BwE](https://www.fixmystreet.com/?gclid=EAlaIqObChMik6T8rN3_4wIVBbDtCh3mjwLxEAAAYASAAEgLiPFD_BwE)

- 9.22 Think Family Outcome Framework (Troubled Families Project) – The Committee learned that the project provides direct support from Early Help, Children’s Social Care, Youth Justice Service and Integrated Community Safety Team, with an mandate to improve the outcomes for a total of 1000 families by March 2020.
- 9.23 Members learned that families are specifically selected to be part of the Programme because of their multiple and complex needs, demonstrating two or more of the following headline problems:
- Parents or children involved in crime and ASB;
  - Children who have not been attending school regularly;
  - Children of all ages who need help, are identified as in need or are subject to a Child Protection Plan;
  - Adults out of work or at risk of financial exclusion or young people at risk of worklessness;
  - Families affected by domestic violence and abuse (including stalking, honour based violence, female genital mutilation and forced marriage); and
  - Parents and children with a range of health problems.
- 9.24 Members learned that as of 31 December 2019, the target of 1000 had been exceeded with 1324 families, 267 were included within Category 1) above. Of these 267, 225 were related to ASB. Members were very pleased to note that the target of supporting 1000 families had been surpassed at 31 December 2019 by 324, with all these families having achieved significant and sustained progress and/or continuous employment. It was evident to Members that a key element of reducing ASB across the town was to take a more holistic approach involving the whole family, especially where families and young people were identified as being on the periphery of committing incidents of ASB.
- 9.25 North East Ambulance Service - The Committee at its meeting on the 20<sup>th</sup> January 2020 considered evidence from the North East Ambulance Service (NEAS) in relation to issues they experience around ASB, specifically violence and aggression towards its staff and how they were being addressed and staff supported.
- 9.26 Members were dismayed to hear that NEAS staff had reported 1430 incidents across the over the past year, 113 (9%) in Hartlepool, with around 10% of these had escalate to physical assault. Of these 75 assault cases had been progressed, with 60 ending with some form of sanction against the offender. Members were not surprised to find that the majority of incidents centred on alcohol and drug misuse and/or mental health and that males aged 30-40 were the primary culprits. However, there was surprise that events most often occurred in people’s own homes on an evening and that the night-time economy was not a major factor.
- 9.27 In responding to issues of ASB, NEAS had introduced body cameras on a trial basis. The benefits of the cameras, however, became quickly evident in terms of the de-escalation of events, boosting staff moral and reducing general sickness levels. The trial had since been made permanent, with the full cooperation of staff and Trade Unions, and was seen as an example of best practice across other ambulance areas.
- 9.28 Following on from similar information from the Cleveland Fire Brigade, Members reiterated their dismay that emergency service staff were being subject to such behaviour and were somewhat sad that they were having to resort to the use of body cameras to protect themselves.

## **10. RENTED ACCOMMODATION AND ASB**

- 10.1 During the course of the investigation, it became clear to the Committee that the association between ASB and rented accommodation is a significant issue for residents. Whilst it was recognised that many good landlords had properties in Hartlepool, the Committee was interested to discuss the problems experienced with landlords across the social and private sector.
- 10.2 Thirteen Housing Group - Members welcomed input from the Thirteen Housing Group as the town's largest social housing provider and noted that since April 2019, there had been 206 low level ASB incidents, 106 high level ASB incidents, 65 domestic abuse incidents and 108 support incidents, i.e. property condition complaints, noise and arrears issues, received. Also, that 41% of tenants had indicated that they had reported incidents of ASB to Thirteen with only 33% reporting to the Police.
- 10.3 Members noted with interest the development of a new Triage Team to consider every complaint or piece of intelligence in relation to ASB, prior to it being forwarded to the appropriate Neighbourhood Co-ordinator, Tenancy Enforcement Co-ordinator or Tenancy Support Co-ordinator. They were also encouraged to find the following examples of good practice:
- Colocation with Police;
  - DAHA accreditation (Domestic Abuse Housing Alliance);
  - Diversionary activities;
  - Enforcement and support; and
  - 2 FTE Wardens.
- 10.4 With the aim of increasing the reporting of ASB, Members were interested to learn that Thirteen had undertaken a pilot scheme in conjunction with Crimestoppers in the Hemlington area of Middlesbrough. This involved the promotion of Crimestoppers through door knocking, leaflets, advertising at bus stops and through social media. In addition to the pilot scheme, Thirteen had developed an 'app' to enable residents to report incidents of ASB through an app on their mobile including abuse and violence; animal nuisance; damage; graffiti, substance misuse and many more. Members were keen to learn the outcome of the pilot scheme and how it operated along with an evaluation of the use of the app and whether the reporting of ASB had increased at a future meeting of the Committee.
- 10.5 Private Sector Landlords - The Committee questioned if there was any link between the problems with ASB and absent private landlords. Members commented that there needed to be a greater coordination of approach against such landlords and parliament must look at ways of penalising them financially if they did not take action to address problems caused by their tenants. Assurances were given that fourteen premises closure orders had been issued against private residences and in all but two cases the landlords were working with the team to address the issues. Encouragingly it appeared that most admitted they could not deal with the problems on their own and needed support and that the closures helped them regain control of their properties. A small minority of problem landlords did, however, exist and the Committee welcomed the refresh of the Housing Strategy to include measures to assist in dealing with them.
- 10.6 Members commented that in areas with high numbers of privately rented homes, finding ways of engaging and supporting landlords, alongside enforcement, is essential

in helping them tackle ASB created by their tenants. The Community Safety Team Leader stated that they did work with private landlords and it was becoming more widely known that action could be taken against them in Hartlepool (including Closure Orders that would prevent them from earning rent from properties) and the team was seeing more landlords willing to engage much sooner.

10.7 Members were keen to seek the views of private sector landlords and it was suggested that an additional survey be developed by the Private Sector Housing Team. This survey was forwarded direct to private sector landlords between 22 October and 1 November 2019 and a response rate of 62 (20%) responses were received. The results of the survey identified a number of key issues for landlords:

- Turnover of tenants which ultimately leads to what can be long term empty properties and run down and boarded up properties;
- The number of tenants who are victims of ASB was higher than the number of tenants being the perpetrators of it;
- The highest issue of ASB caused by tenants was deliberate damage to the property; and
- Nearly 35% of landlords who had responded indicated that finding new tenants was problematic.

10.8 Members were encouraged to find that nearly 58% of landlords are aware that the Council can provide impartial advice and guidance to support landlords and nearly 16% of landlords had used this service. In addition to this, 96% of landlords have a robust written tenancy agreement for every tenancy and 94% of landlords ensure that their tenants are aware of their responsibilities and legal obligations with regards to conducting their tenancy.

## **11. COMMUNITY ENGAGEMENT – VARIETY OF ACTIVITIES**

11.1 As part of the investigation the Committee carried out an extensive consultation and engagement exercise over a period of months during the 2019/20 municipal year. Members were keen for residents across all demographics to have the opportunity to contribute to the investigation. With this in mind, the views and experiences of a wide variety of partner groups / organisations, residents, young people and representatives from vulnerable communities were gathered. In obtaining the evidence, the Committee widely publicised its meetings, extending an open invitation to any individual or body to participate along with targeted invitations to some groups and individuals. In addition to this, a variety of informal community engagement was undertaken in a number of locations across the town. Further details and outcomes from the community engagement events are outlined in Sections 11 to 14.

11.2 Drop-In Sessions at North, Central and South Community Hubs with local residents - The drop-in sessions were held on separate days at a time to maximise drop-ins in light of the expected footfall in the Hubs and were attended by Members, where they were able, to canvas the views of residents in an informal setting. Members were pleased to speak to a number of residents from different areas of the town. In addition to the drop-in sessions, copies of the town-wide survey were available within the Hubs for residents to complete and put in a box within the Hub. The main issues raised as part of the informal engagement with residents in the Hubs were:



- The number of children hanging around the local neighbourhoods playing ball games, riding bikes and generally causing a nuisance which inevitably lead to ASB;
- The cost of contacting the Police via the 101 telephone number was high, especially when put on hold; and
- ASB not taken seriously when reported.

11.3 Drop-in Sessions with residents at Hartfields Retirement Village, Laurel Gardens Extra Care Home and Albany Court Sheltered Housing - Members of the Committee visited Hartfields Retirement Village, Laurel Gardens Extra Care Home and Albany Court Sheltered Housing on separate dates to seek the views of the residents. The session at Albany Court Sheltered Housing was well attended and Members were encouraged to note that ASB was not a significant problem for them and that the residents felt safe within the sheltered housing complex. Unfortunately, due to the non-attendance of residents in Hartfields Retirement Village and Laurel Gardens Extra Care Home, Members were unable to seek the views of the residents in person. However, surveys were hand delivered to each property at all three locations and responses received will be included within the overall town-wide survey results.

11.4 The main issues raised as part of the informal engagement with residents at the above housing complexes were:

- Young people playing and causing a nuisance in and around the grounds of the complex, including knocking on residents' windows; and
- The residents reassured Members that they felt safe within their home environment.

11.5 Workshop with representatives from Residents' Groups and Associations from across the town - Residents' Groups and Associations were identified by Ward Councillors across the whole town and representatives from each Group and Association were invited to an informal workshop with Members of the Committee in the Civic Centre. Members welcomed a number of representatives from a wide range of Residents' Groups and Associations. It was evident to Members from the discussions that the perception of ASB varied across different areas of the Town. In addition to attending the workshop, an email with a link to the town-wide survey was forwarded to the representatives in attendance to disseminate to other members of their Groups and Associations. Any responses received will be included within the overall town-wide survey results.

11.6 The main issues raised as part of the informal engagement with representatives from Residents' Groups and Associations from across the town were:

- Some areas in the town were affected significantly by the impact of drug dealing, discarded needles, drug and alcohol abuse and deliberate fires;
- There were concerns expressed that the issue of fly-tipping was occurring regularly and this was mainly on the outskirts of the town;
- In relation to young people specifically, the issue of teenagers hanging around parks and offensive and bad language was referred to as well as social media bullying;
- Noise nuisance and littering were issues in some areas along with people illegally riding motorbikes and quad bikes; and
- In the more rural areas, poaching and lamping were an issues that effected residents.

- 11.7 Workshop with representatives from minority communities of interest or heritage at the Asylum Seekers Refuge Group - In view of the importance of engaging with all demographics of the local community, Members were made to feel very welcome at one of the weekly meetings of the Asylum Seekers Refuge Group which was very well attended by adults and families. There were residents in attendance who were at various stages of seeking asylum and were able to inform Members of issues around ASB that was affecting their lives.
- 11.8 The main issues raised as part of the informal engagement with representatives at the Asylum Seekers Refuge Group were:
- One of the main issues highlighted by the attendees at this Group is the homes they were placed into upon arrival to the town. Members noted with concern that a lot of the asylum seekers were provided with housing in areas that already had a reputation for high levels of ASB and criminal activity;
  - Some attendees indicated they would welcome more support to integrate within the local community; and
  - The importance of multi-agency partnership working was emphasised and included the Police, Integrated Community Safety Team, Crime Prevention Officer and Health Visitors.
- 11.9 Workshop with the Children in Care Council and the Youth Council - Members were delighted that representatives from the Children in Care Council and the Youth Council were very keen to engage with the Committee in relation to ASB in the town. Representatives from the Children in Care Council and the Young Council were invited to an informal session with Members of the Committee in the Civic Centre. Members were pleased to note that this was well attended with young people from a number of secondary schools in the town who had strong views about ASB, who causes it and potential solutions. The young people involved were invited to develop a survey with a view to seeking the views of other young people on ASB across the town and to present their findings to the Committee at a later date.
- 11.10 The main issues identified as ASB as part of the informal engagement with representatives of the Children in Care Council and the Youth Council were:
- Any actions that make people feel threatened, including foul language, fighting and knife crime;
  - From an environmental perspective, the young people identified littering, polluting the environment and deliberate fires as ASB;
  - Bullying via social media was also highlighted as an issue for young people;
  - Unstable home lives and fighting within the home can impact on children and young people as they may develop negative perceptions and a lack of respect for the Police;
  - The young people were concerned that adults often perceive that a young person is 'up to no good' by the type of clothes they are wearing, i.e. hoodies;
  - Racism was also identified as a type of ASB as well as a hate crime; and
  - Not a lot for children and young people to do, such as organised play activities and/or events within and involving their local community.
- 11.11 Workshop with young people involved with West View, Kilmarnock, Wharton Trust and Belle Vue Youth Clubs - Members of the Committee recognised the importance of engaging with young people in conversations and therefore arranged to attend the

West View Advice and Resource Centre where representatives from the West View, Kilmarnock, Wharton Trust and Belle Vue Youth Clubs were in attendance along with Youth Workers. The attendees were invited to inform Members of their views, perceptions and experiences of ASB across the town. Members were encouraged to hear the views of the young people as well as the youth workers.

11.12 The main issues identified as part of the discussions with the young people from the youth clubs across the town were:

- It was evident to Members that the issues raised were very similar to those identified by the Children and Care Council and the Youth Council at the above workshop adding graffiti, egging windows, dog fouling and theft and vandalism;
- The young people acknowledged that groups of teenagers hanging around local neighbourhoods could seem like intimidating behaviour to some people;
- One of the main issues that the young people considered impacted on the level of ASB in particular areas was the abuse of drugs and alcohol and the dealing of drugs; and
- It was identified by the young people that in some families, older generations did not necessarily act as good role models for the younger members of the family.

11.13 Interviews with residents who have experienced and reported ASB - Members recognised the benefits of speaking with individuals who had experienced and reported ASB and with support from the Integrated Community Safety Team, residents kindly agreed to meet with Members on an individual and confidential basis. The residents were very open and honest in their engagement with Members and spoke very highly about the support they had received from the Integrated Community Safety Team.

11.14 The main issues identified by the individual residents who had experienced and reported ASB in their separate local areas were:

- The local area had declined significantly over the previous 10 years and one of the major contributing factors to this was the increasing number of rental properties with a high turnover of tenants resulting in a transient population with no community responsibility;
- There were a significant number of local tenants who were involved in drugs and alcohol abuse, as well as drug dealing;
- There appeared to be a lack of empathy and understanding of the impact that the different types of ASB had on the local community;
- It was the view of the residents that a reduction in the level of neighbourhood policing had contributed to the increasing levels of ASB and criminal activity in their local areas;
- Due to the decline in the local area and subsequent reduction in the value of their property, some residents were unable to sell their property and move to better area or more suitable accommodation; and
- The residents were unanimous in their praise for the Integrated Community Safety Team who had supported them and put things in place to deal a number of specific issues that had affected the residents.

11.15 Workshops with representatives from Hartlepool's Taxi Drivers - Representatives from Hartlepool Taxi Drivers were invited to attend a workshop with Members of the Committee with a view to gaining an understanding from their perspective of ASB and the impact of this on them. A number of representatives attended the workshop and

Members were encouraged to hear a number of suggestions of ways of dealing with ASB, including the public's perception of the Police.

11.16 The main two issues identified by the representatives from Hartlepool taxi drivers were:

- The night-time economy was a particular difficult time for taxi drivers as local drinking establishments would eject people who were worse for wear through excess consumption of alcohol and they would inevitably look for a taxi. Often, these revellers became aggressive as they were annoyed at being ejected from the pub or club; and
- Incidents of ASB for taxi-drivers was increasing from children and young people throwing stones at taxis to people under the influence of drugs or alcohol looking for taxis late at night.

11.17 Events attended by Members of the Committee - Members welcomed the opportunity to attend the following events with Council Officers across the town to gain an understanding of how ASB was dealt with from an operational perspective:

- Enforcement Officer Patrol; and
- Community Safety Office visit.

11.18 Belle Vue Youth Outreach Team - During a visit to the Belle Vue Centre, it was evident to Members that this was a very well utilised Centre for all age ranges, but for young people in particular. There were various activities undertaken within the Centre, including the Youth Club. Members welcomed the insight provided by the members of the Patrol and were pleased to take up the offer of joining them on a patrol of the local area around the Belle Vue Centre. In addition to the Patrol, Members welcomed feedback from youth workers on the SORTED Programme that was undertaken in conjunction with the Integrated Community Safety Team with young people to guide them to make positive life choices.

11.19 The SORTED Programme involves young people exploring the virtual world and how to keep safe on line, the risks teens face in modern society, what issues are important to young people and the values they hold along with weapon related crime and the risks and consequences of carrying weapons. Members were pleased to note that the feedback from the young people was generally positive with the overall behaviour of the young people changing in a positive way as the 8-week programme progressed.

11.20 The main issues identified by the representatives from the Belle Vue Outreach Team were:

- Members learned from the Team that there had been a noticeable reduction in a Police/Police Community Support Officer presence in the local neighbourhood;
- Due to their experience and knowledge of the local area, the Team had a significant amount of local intelligence that they shared with the Integrated Community Safety Team on a regular basis; and
- The SORTED Programme had a positive effect on the overall behaviour of the young people who attended.

11.21 Ride Along Scheme with Cleveland Police - Cleveland Police extended an invitation to participate in the Ride Along Scheme, which involved a Member going along with Police Officers on a vehicle patrol. A Member participated in the Scheme on a Friday

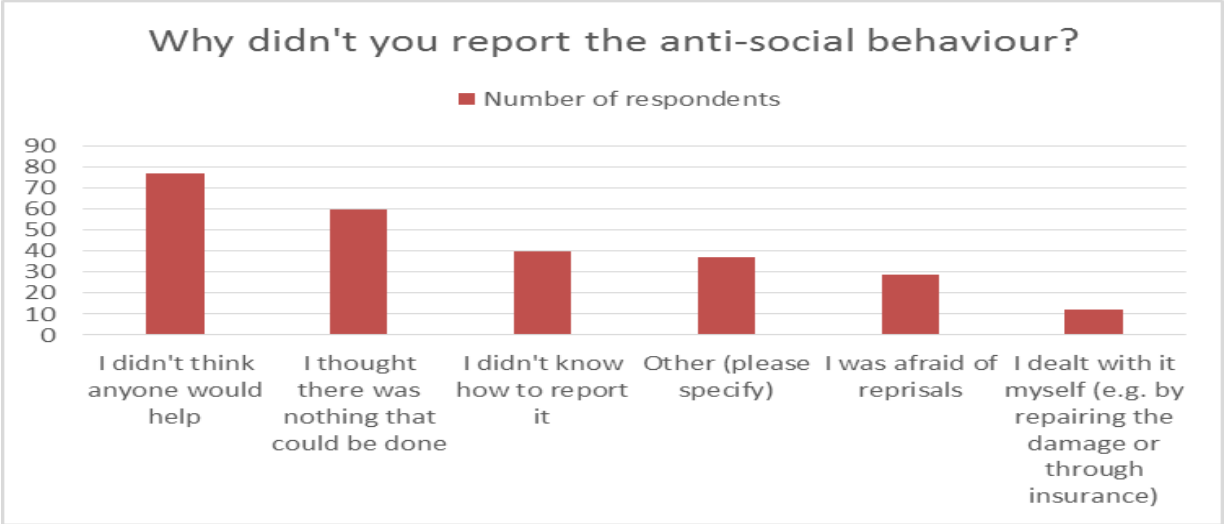
evening and although it was an uneventful evening, which was unusual according to the Police Officers, the operational experience obtained contributed to the Committees overall understanding of police activities and ASB experiences.

## **12. TOWNWIDE SURVEY WITH RESIDENTS**

- 12.1 The Committee had agreed that as part of the extensive engagement programme, a town wide survey be undertaken to seek residents' opinions and experiences of ASB with the option of completing the survey either electronically or on paper. This was carried out between 28 October and 8 December 2019.
- 12.2 In evaluating the results of the survey, the Committee recognised that all responders may not have completed all questions or may have ticked more than one response. Therefore the figure across questions did not always correlate as people were more likely to complete the survey if they had negative comments to add. With this disclaimer, Member learned that the level of response was very good with 379 residents responding, of which 270 (71%) had experienced ASB in the previous six months. Members acknowledged that only 6.2% of the surveys returned were from people aged under 25, and a further survey was developed and undertaken by the Youth Council to enable this demographic to input to the investigation. The results of this survey are detailed in Section 13.
- 12.3 Members noted that the majority of responses to the survey had been received from the TS25 and TS26 postcode, however, it became apparent that these postcodes were represented in almost every Ward across Hartlepool. This demonstrated that ASB is a town wide issue and supported Dr Hunter's comments (as in Section 8) that going forward the focus of activities should not solely be based on current prevalence data. Other factor needed to be taken into consideration.
- 12.4 Members were pleased to note that with the assistance of Elwick Parish Council, surveys were delivered to the more rural communities on the outskirts of the Town, however the response from the more rural postcodes was the lowest.
- 12.5 The results of the survey showed that the top ten issues experienced were:
- Rubbish/litter lying around (158 respondents)
  - Groups hanging around in the street or other public place (150 respondents)
  - Rude and abusive behaviour from Children (126 respondents)
  - Begging (111 respondents)
  - Nuisance off-road bikes (109 respondents)
  - Vandalism (106 respondents)
  - People drinking or taking drugs (101 respondents)
  - People dealing drugs (92 respondents)
  - Run down / boarded up properties (84 respondents)
  - Rude and abusive behaviour from Adults (77 respondents)
- 12.6 In addition, a hate crime or incident had been experienced by 14 respondents in the past 6 months with two of the most commonly identified issues within the 'something else' category being dog fouling and people cycling dangerously.

- 12.7 The following sections provide further detail from the extensive town wide survey undertaken, however please note the disclaimer in paragraph 12.2 in relation to the responses received.
- 12.8 Reporting - Members noted that 162 respondents who had experienced ASB had not reported it compared to 97 who had. The respondents who had decided not to report the ASB they had experienced were asked why not. The two main reasons why they had not reported the behaviour was that the perception was that no-one would help (50%) and there was nothing that could be done (39%). Members were concerned to learn that around 18% of respondents had not reported ASB as they were afraid of reprisals.

**Chart 4: Why Report ASB**



- 12.9 The survey indicated that respondents who indicated they had reported ASB, 67 (66%) most commonly reported ASB issues to Cleveland Police with 24 (23%) to their local Ward Councillor and 22 (21%) to the Integrated Community Safety Team. The most common method of reporting ASB was by telephone. For those who had not found it easy to report, the main difficulty was not knowing how to contact the people/agency they wished to report it to.

**Chart 5: Difficulty in reporting ASB**



- 12.10 The Committee were concerned to note that only 38% of respondents had indicated that they received a response the first time they reported ASB with 23% of respondents having to report it four or more times before it was responded to.

- 12.11 Members noted with interest the following table which shows the number of times incidents of ASB were reported, but were mindful that some of the reports were made to multiple places and therefore did not necessarily correlate with the number of people making those reports.

**Table 5: Number of times incident of ASB reported**

	Number of times reported:					
Who to:	0	1	2	3	4+	Total number
<b>Police</b>	32.8%	12.1%	12.1%	13.8%	29.3%	<b>58</b>
<b>HCST</b>	30.4%	8.7%	13.0%	4.3%	43.5%	<b>23</b>
<b>Ward Councillor</b>	15.0%	10.0%	20.0%	10.0%	45.0%	<b>20</b>
<b>Everyone Else</b>	41.2%	14.7%	14.7%	14.7%	14.7%	<b>34</b>
<b>Totals</b>						<b>135</b>

0 = responded to on first report, 1= re-reported once, 2 = re-reported twice, 3 = re-reported three times, 4 = re-reported four times plus

- 12.12 The Committee also found that the majority of residents had indicated that after reporting ASB, the behaviour had either stayed the same (56%) or it had worsened (14%).
- 12.13 There were a number of comments within the 'other' category of reasons for not reporting ASB but the most common theme across these comments was that respondents wanted an easier way to report ASB as it happens, particularly out of hours. In addition, it was suggested that the further development of electronic ways of reporting ASB be explored including an online portal or app to be available to residents alongside the more traditional reporting mechanisms. It was evident to the Committee that further promotion of the ways of reporting ASB and who to was needed across the whole town.
- 12.14 Support - The Committee acknowledged the different type of support that was available to people reporting ASB across the town when they made their report or at any time during the process. However, Members were disappointed to note that 71% of all respondents had indicated that they had not been offered support with only 25% indicating that they had been offered support. A further breakdown on an organisational basis is included in the table below against who the report had been made to.

**Table 6: Support Offered**

	Offered support	Not offered support	Didn't know/could not remember
<b>Police</b>	14% (9)	73% (47)	13% (8)
<b>HCST</b>	14% (3)	73% (16) *The number of referrals from HCST is much higher than these figures would suggest.	13% (3)
<b>Ward Councillors</b>	5% (1)	91% (20)	13% (1)
<b>Everyone Else</b>	8% (3)	81% (29)	11% (4)

**Table 7: Type of Support Offered**

	Victim Support			Fire Safety Visit			Crime Prevention		
	Offered	Not Offered	Would have used	Offered	Not Offered	Would have used	Offered	Not Offered	Would have used
<b>Police</b>	4	15	2	2	12	2	6	14	5
<b>HCST</b>	2	5	1	2	5	0	3	5	0
<b>Ward Councillors</b>	0	6	2	0	6	1	1	5	1
<b>Everyone Else</b>	0	7	2	1	5	1	1	7	1

- 12.15 The Committee noted that the majority of respondents appeared not to have been offered any support regardless of who they reported the issues to. However, few respondents said they would have used any of the services if they had been offered to them. Members were concerned that 3 of the 6 types of support offered would not have been chosen, even if they were offered and these were referrals to MIND, the Samaritans or Harbour. As a result of this, Members considered whether the types of support currently offered were the most appropriate and whether there was any other type of support that could be offered. It was also suggested that there should be better promotion and resourcing of the services available to support victims of ASB.
- 12.16 Whilst it was noted that there had been no referrals to Harbour, Members were interested to note that the data that Harbour holds suggested that referrals were made. Of the most useful types of support provided to victims of ASB, Members were informed that the fitting of security equipment and the victim support service was found to be helpful along with the communication with the Council's Victim Support Officer and the Community Police Support Officers who become involved.
- 12.17 Of the types of support that were used by the respondents, the Police and Integrated Community Safety Team were the most likely to offer Victim Support, Fire Safety or Crime Prevention. In addition, Members found that Victim Support and Crime Prevention were most likely to be offered through the Police.
- 12.18 Members welcomed the fact that some of the respondents who had utilised a support service had found it beneficial for the following reasons:
- Fitting of security equipment was extremely useful;
  - Victim Support was found to be helpful and kept in regular contact; and
  - Respondents felt listened to by the PCSO, that the issue had been dealt with promptly and that the PCSO had been reassuring and very informative.
- 12.19 Members noted that of the respondents who had utilised a support service, only 3 had not found it to be useful. The reasons being:



- A sticker for front door that tells callers not to knock if they are 'cold callers' however that doesn't stop them;
- It is like trying to teach a duck to suck eggs. Lock my doors, secure my windows. The sheet was actually insulting that you feel you have to tell people that; and
- Lack of funding.

12.20 Satisfaction - In relation to the service received overall, 45% of respondents were either dissatisfied or very dissatisfied, 26% satisfied or very satisfied and 29% remaining neutral. The highest levels of dissatisfaction were around not being kept informed about what has happening along with the length of time it took to deal with the problem once reported. However, Members were pleased to note that of the responses that were received, 91% of all responders considered that Officers were polite and courteous when contacting them.

12.21 Of the respondents who had indicated they were dissatisfied with the service, the following broad categories were referenced:-

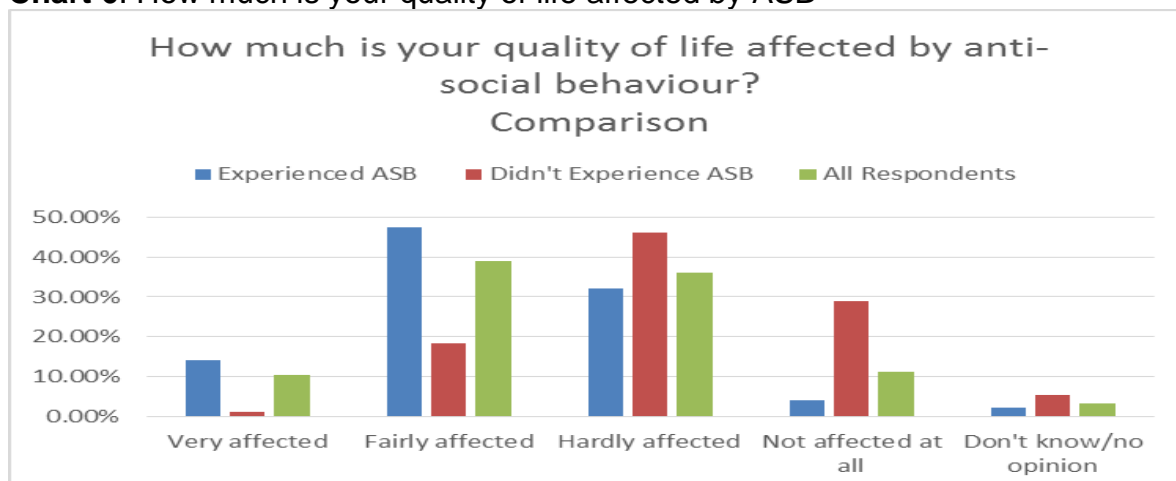
- It was a long time before something happened/nothing happened (14 responders);
- Not given enough/any information (11 responders - including 4 who said they had not had updates on their case and 6 who had not been informed about the Community Trigger);
- It is a never-ending problem (6 responders);
- Not enough support provided (4 responders);
- Passed around different agencies (2 responders);
- Information/evidence not acted on or lost (2 responders);
- Couldn't speak to an officer (2 responders); and
- Other (12 responders).

12.22 One of the key areas highlighted was that the professional agencies were not always keeping the victims of ASB informed of any actions being considered and/or undertaken. Members noted that was more likely to be an issue when the ASB being investigated was affecting a particular area such as a group of streets and/or shopping parades, rather than one individual family and ways of keeping local residents and shop owners updated with ongoing activities should be explored further.

12.23 Members were concerned to learn that from the evidence presented, the majority of responders, 91%, had indicated that they had not had the Community Trigger process explained to them, with only 12% responders commenting that they had been made aware of this process at the time of reporting. Whilst it was noted by Members that the Community Trigger process was included on the Council's website, it was recognised that this was the minimum requirement for promoting the Community Trigger process and suggested that ways of expanding the promotion of this process be explored.

12.24 Perception of ASB as a problem - In relation to the perception of ASB, 72% of respondents felt that there was either a fairly big or very big problem with ASB, compared to 23% who felt that there was either not a very big problem or no problem at all. The Committee noted with concern that 50% of all respondents indicated that their life was fairly or very affected by ASB with only 11% indicating their life was not affected at all. The Committee also found that 46% of respondents felt that the Police, Council and other agencies were not dealing with ASB in their local area effectively with 23% agreeing or strongly agreeing that agencies were dealing with the problem.

**Chart 6: How much is your quality of life affected by ASB**

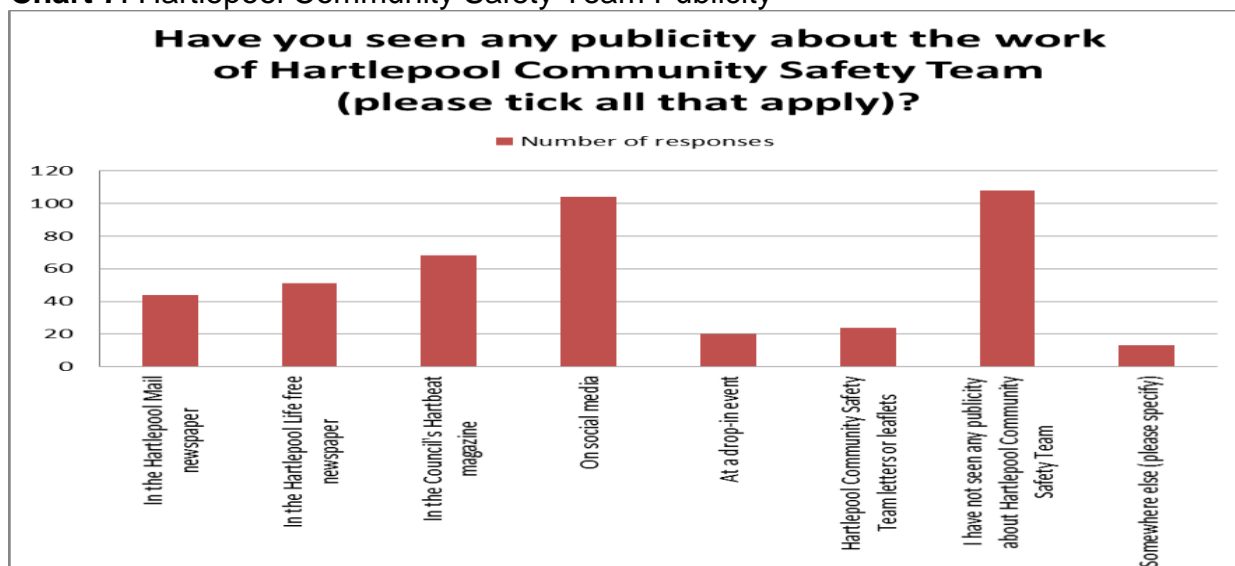


12.25 Suggested Solutions - Members were interested to note the comments received from respondents in relation to potential solutions to tackle the problem of ASB. It was recognised by Members that the involvement of the community across all age groups was imperative to reinvigorating a sense of local community and empowerment. However, the Committee acknowledged that resources were limited in view of the ongoing austerity measures being faced by all local authorities and partners. The types of solutions suggested by responders to the survey can be categorised as follows:

- More staff/greater police presence;
- There is nothing that can be done;
- Stricter punishments/more effective deterrents;
- Agencies taking a proactive/preventative approach;
- Take effective action against perpetrators (including parents and landlords);
- More funding for services; and
- Provide somewhere for teens to go.

12.26 Promotion - Members were encouraged to note that the Council and its partners have undertaken to improve public confidence in the reporting of ASB and the work being done to tackle it through publicity around the Integrated Community Safety Team. Most respondents had seen some kind of publicity about the Team as noted below.

**Chart 7: Hartlepool Community Safety Team Publicity**



- 12.27 The Integrated Community Safety Team was launched on 26 February 2019 at a Face the Public Event, during which residents were able to put questions to senior representatives of key organisations that make up the Safer Hartlepool Partnership, including Cleveland Police, Hartlepool Borough Council, Cleveland Fire Authority, Hartlepool and Stockton on Tees Clinical Commissioning Group, the Probation Service and Cleveland's Police and Crime Commissioner. The event included a workshop which enabled residents to highlight the issues that most affected them.
- 12.28 Since the launch of the team in February 2019, there have been 19 press releases and numerous social media campaigns to highlight specific initiatives and successes that has been implemented by the Team.
- 12.29 Members were informed that there had been a number of successful enforcement activities across partners undertaken in recent months to improve local areas from the effects of ASB, including premises closure orders. Members were keen to see this positive action promoted widely as it was hoped that this would instil confidence in residents in reporting future incidents. However, it was acknowledged by Members that this would need to be continued and expanded upon in recognition of the subsequent displacement of ASB.
- 12.30 In addition to the above, Members considered they had a significant role in supporting residents who were the victims of ASB through the mechanisms of reporting incidents and providing them with support. With this in mind, Members were keen to see more regular communications between the Integrated Community Safety Team and ward councillors, especially on issues within their own specific Wards.
- 12.31 Police and Crime Commissioner Response to Town Wide Survey - The Committee sought the views of the Police and Crime Commissioner (PCC) on the results of the town-wide survey. The PCC was concerned at the proportion of people choosing not to report ASB, particularly given the marked reduction in reports received last year which has suggested to agencies that ASB is decreasing. Members were pleased to note that the introduction of online reporting to the Police which is an option for non-emergency incidents will encourage more reports, especially given the feedback regarding long waiting times when reporting via telephone. It was suggested by the PCC that the Council number for reporting ASB should be promoted more widely within local communities. It was hoped that the reinvigoration of Neighbourhood Policing will lead to enhanced problem solving / intelligence gathering activity within localities to tackle ASB and other community issues.
- 12.32 The PCC noted that the consultation demonstrates the impact of ongoing ASB on victims and this was recognised by the extension of the Victim Care and Advice contract to cover victims of ASB as well as crime. The Committee were informed that in response to a recently consultation on the Victims Code of Practice, the PCC had responded that guidelines should be changed to ensure that ASB is managed in the same manner as crime from a victim's perspective. In relation to the Community Trigger, discussions were ongoing between the PCC and the Victims and Witness Group, however this has yet to lead to any direct activity within organisations.

### 13. SURVEY OF YOUNG PEOPLE

- 13.1 As a result of the workshop undertaken with the Children in Care Council and the Youth Council, Members asked the young people representatives to develop and undertake a survey of young people to gain their perception, experiences and views on ASB. Members of the Youth Council carried out several consultation sessions in various locations including the youth centres across Hartlepool. This survey specifically targeted young people who gave their responses there and then via a tablet or completed a paper copy of the survey. In total 56 responses were received.
- 13.2 Members were delighted to welcome a representative from the Youth Council to a meeting of the Audit and Governance Committee to present the findings of the survey which showed that 75% of respondents had experienced at least one type of ASB compared to 25% who had not experienced any ASB. It was noted with interest that the two main behaviours referenced as the biggest problem in their local area were rubbish and littering followed, people dealing drugs and people drinking/being drunk in the street. In addition, both the town-wide survey and the survey of young people scored rude/abusive behaviour from children and young people highly (see **Appendix 4**).
- 13.3 The results indicated that 80% of the young people who responded considered the ASB in their part of the town to be worse than other areas. The main reasons are as follows:
- Because of people drinking/taking drugs/dealing drugs - 10
  - Other - 10
  - Kids growing up in rough areas – 6
  - Don't know – 4
  - Because it is near a school/shop – 3
  - Because I see it more in this area – 3
  - There are more rude people in town
- 13.4 Members were interested to note that the reasons why the young people who responded considered that ASB was lower in their local area are as follows:
- It is not as bad as other areas – 4
  - We have security – 2
  - No one goes outside – 1
  - Because there are lots of elderly – 1
  - Since someone came into school and told us not to start fires they don't do it anymore – 1
- 13.5 In relation to tackling ASB across the Town, Members were encouraged that the young people who responded had made several suggestions on how to tackle the problem of ASB. It was interesting that the suggestions were markedly different to the public survey with the young people focussing on practical steps such as diversionary activities, education and making perpetrators put things right. The responses in the public survey concentrated more on the deterrent side of more police and harsher punishments with only 2 responses to the town-wide survey suggesting providing somewhere for young people to go.
- 13.6 Members' attention was drawn to the comments of the respondents who felt overwhelmingly that young people are often blamed for the ASB in Hartlepool. It was interesting to note that whilst during a lot of the discussions on this topic, the conversations often centred on young people being the main perpetrators of ASB. However, evidence provided by the Annual Safer ASB Hartlepool Partnership Strategic

Assessment reiterated that two thirds of all reported ASB incidents are carried out by adults. Respondents were asked what could be done to change this perception with suggestions detailed as follows:

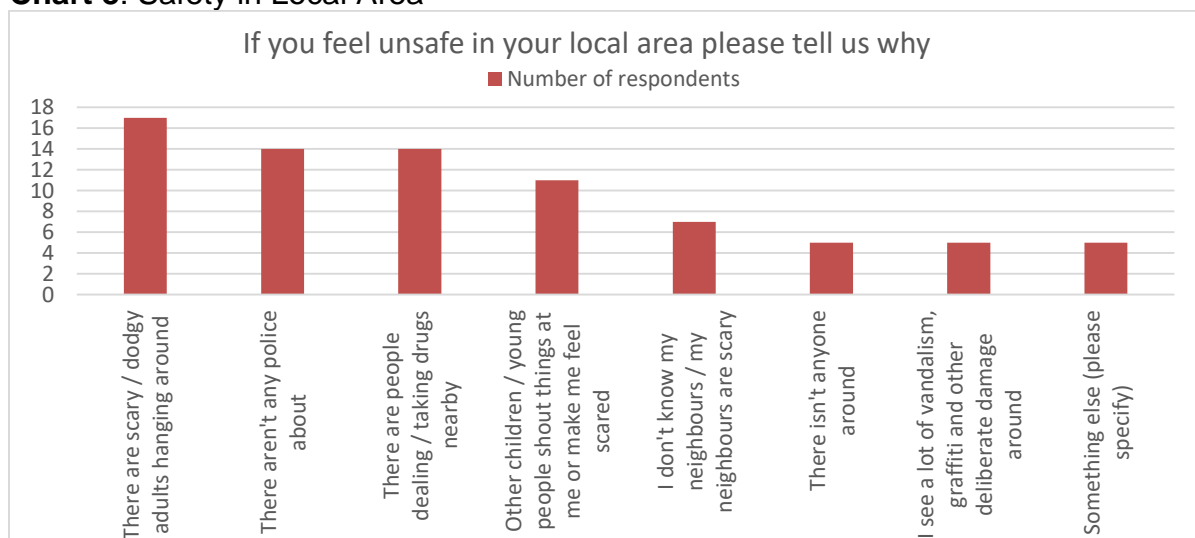
- Show evidence of who really is to blame - 11
- Show young people in a good light/doing something positive – 10
- Other - 5
- Stop blaming kids – 4
- More understanding of what ASB is – 3
- Don't know – 3
- Get to know the young people – 2

13.7 The results of the young people's survey had identified that 75% of the responders were of the opinion that the under 20's age group was the most anti-social age group. Members were interested in the contrast of this opinion compared to the comments noted above where young people felt that they were often unfairly blamed for the ASB across the town. It was clear to Members that there was a discrepancy in these statistics which may be a result of the difference in perception and definition of ASB between children and young people and adults. Members suggested that this issue be explored further to enable a clearer picture of the perception of ASB across the generations.

13.8 A number of the young people highlighted to Members that they had attended the ASBAD and Crucial Crew programmes which is referred to in Section 9.7.

13.9 Members were pleased to note that 64% of young people questioned felt safe in their local area although acknowledged that this figure could be higher. The most common reason given for feeling unsafe is due to scary or dodgy adults hanging around with people taking or dealing drugs also highlighted.

**Chart 8: Safety in Local Area**



13.10 Based upon the information obtained in relation to children and young people the Committee considered that there is a need for:-

- i) Increased awareness in terms of:
  - The true impact of ASB on vulnerable residents.
  - The youth offer across the town (including organised play opportunities, activities across the seasons, events and community work).

- ii) Sponsorship for children and young people from deprived communities to join sporting and community groups.
- iii) Improved communication between the professional agencies involved in dealing with ASB incidents in relation to any action being considered and/or taken with the people who were the victims of the incidents.
- iv) Amnesty boxes to be provided to enable the public to report incidents of ASB anonymously.
- v) Improved communication with all professional agencies involved in dealing with ASB and local retail outlets/shopping centres as these can be the main areas where ASB is occurring, especially involving young people.
- vi) Increased intervention and prevention support for families and young people who are identified as being on the periphery of committing incidents of ASB.

13.11 It was also clear to the Committee that the definition of what constitutes ASB is significantly influenced by individual perceptions and this is equally apparent across age groups, as demonstrated by consultations results. In addition to this, it is important to appreciate that young people are also real victims of ASB and that they share concerns about rubbish and litter as the biggest ASB problem in Hartlepool and levels of drug dealing and drug taking in the town.

13.12 Members acknowledged that both young people and adults have a perception that young people are one of the main contributors to ASB in Hartlepool. However, this is likely to be due to the difference in the perception of what constitutes ASB. The young people feel that more should be done to show young people in a positive light, given that the Annual Safer Hartlepool Strategic Assessment identifies that two thirds of all reported ASB incidents was carried out by adults.

13.13 Furthermore, it had been shown that a marked difference exists in how the two groups think that ASB should be tackled with the young people advocating personal responsibility by putting right the harm they had caused, whilst adults feel the authorities should be doing more through proactive preventative work with harsher punishments. This generational change was an interesting shift and one that could influence intervention and prevention in the future.

## 14. CONCLUSIONS

14.1 The Audit and Governance Committee concluded that:-

a) In terms of **perceptions** of ASB:-

- i) A wide range of issues encompass the term Anti-Social Behaviour (ASB). However, the identification of a true definition is problematic as each individuals perception is subjective in terms of what is, or is not, acceptable behaviour. This is further compounded by the absence of a clear distinction between anti-social and criminal behaviour, with the severity of an act a significant factor in its categorisation (i.e. some low-level crimes are identified as ASB and vice versa).

- ii) ASB appears to be treated as a 'low level' crime by the police. However, the strength of feeling demonstrated throughout the investigation, alongside the significant effect on victims and its role as a potential precursor to criminal behavior, means that it must be considered as a priority across all agencies.
  - iii) Contradictions exist between the perceived prevalence of ASB and actual reported incidents, with:
    - Under reporting a real issue and a disparity in the true picture across Hartlepool that hampers the development of an effective action plan and the focusing of available resources (including police and other support services) on areas of real need.
    - A perception that young people are the primary source of ASB, despite evidence showing that it is instigated across, all age groups, with two thirds of all reported incidents in fact carried out by adults over the age of 18. Young people feel unfairly blamed for ASB while they are simply doing things young people do.
    - Significant differences in perceptions of what constitutes ASB and how it should be tackled. Whilst young people tend to advocate personal responsibility, by putting right the harm they had caused, adults tend to feel the authorities should be doing more through proactive preventative work with harsher punishments. This generational change was an interesting shift and one that could influence intervention and prevention in the future.
  - iv) There was a lack of neighbourhood policing with a knock on effect on community confidence in terms of safety and incident reporting. Although, assurances were welcomed from the PCC and Chief Constable that the number of police and PCSO is set increase.
  - v) ASB occurs across all Wards to varying degrees and it not restricted to areas of private rented accommodation or higher level deprivation.
  - vi) The issue of ASB in private rented accommodation is recognised as a significant issue, especially through an often transient population where it is difficult to engage with both tenants and/or landlords. It is often difficult for landlords to engage the tenants regarding ASB and a pilot to address this is ongoing, that subject to evaluation could be rolled out to other areas, including Hartlepool.
- b) In terms of **partnership working**:-
- i) The establishment of the Integrated Community Safety Team has been very effective, with:
    - All those involved to be commended on their success in bringing partner agencies together to deliver enforcement and education activity within the resources available;
    - Assurances are welcomed that existing levels of activity are sustainable within the current staffing establishment. However, any reduction in establishment levels would have a negative impact on the effectiveness of the Team;
    - The activities of the Police, and Targeted Outreach Team and Youth Offending teams are essential to the effectiveness of ASB prevention and enforcement activities; and

- The need to ensure that the enforcement responsibilities of the Integrated Community Safety Team are balanced and do not have a negative impact on the ability of the Team to respond to ASB as a priority.
- ii) Despite a recent extension of funding by the PCC, future funding for the Targeted Outreach Team was due to cease and Members felt strongly that the PCC should be lobbied to continue this funding going forward.
  - iii) Partnership working outside the Integrated Community Safety Team, is equally important with considerable value in the examples of inter-agency working demonstrated by the fire brigade and other organisations who gain access to properties through their day to day duties.
  - iv) It is evident that Elected Members are not being utilised to their full capacity in terms of the value that could add to the work of the Integrated Team and the ASB prevention / intervention process. To facilitate this:
    - Members need to be fully trained in terms of the sources of advice and support available, formal routes of reporting through the Contact Centre and criteria / potential use of the Community Trigger; and
    - The role of Members as part of the mechanism for reporting and supporting resident's needs to be better publicised.
  - v) It is disgusting that emergency services are subject to ASB, and have been forced to resort to the wearing of bodycams, however, indications that this is not a significant problem for either the Police or Fire brigade in Hartlepool is encouraging.
  - vi) Approaches to communication and intelligence sharing, need to be reviewed to ascertain if they are still fit for purpose, especially in relation to:
    - Council departments, schools, VCS to provide a more holistic approach to ASB;
    - Organisations, especially retailers across the town; and
    - Residents and Communities.
  - vii) There are concerns regarding the implications of the loss of Police satellite units in terms of the time wasted by police whilst waiting to attend court.
- c) In terms of **reporting and satisfaction**:-
- i) Cost, uncertainty as to what and where to report ASB, a lack of confidence in responses / actions and fear of potential reprisals all act as deterrents to reporting.
  - ii) Awareness and understanding of reporting mechanisms is limited, requiring improved clarity and the demonstration of effective outcomes if confidence was to be increased and reporting encouraged. However, the development of online reporting and apps, including the Fix-My-Street scheme, is welcomed with the proviso that they are effectively promoted and provided alongside more traditional reporting mechanisms.



- iii) It is worrying that the main reason given for none reporting of ASB are the perception that no-one would help and that there is nothing that can be done and fear of reprisals. Even when reported, less than half received a response first time and felt that ASB either stayed the same or got worse<sup>13</sup>.
  - iv) Members were keen to learn the outcome of the development of ways to increase the reporting of ASB through Thirteen's pilot scheme along with an evaluation of the use of the app at a future meeting of the Committee with a view to potential roll out to non-Thirteen customers.
  - v) Further development of the option to report anti-social behaviour online, use of electronic apps alongside more innovative ways for older people to report anti-social behaviour be explored and that a single point of contact be created for the reporting of anti-social behaviour incidents.
  - vi) Overall satisfaction with ASB interventions is generally low, with the highest level of dissatisfaction around not being kept informed about what is happening and the length of time taken to deal with problems once reported. Ways of improving this position needed to be explored.
  - vii) On a positive note the majority of those who responded to the survey considered Officers to be polite and courteous, with residents impressed by the activities and achievements of the integrated team.
- d) In terms of **support and promotion**:-
- i) A range of different types of support are available to those reporting ASB, however, it appears that the majority were not been offered support, and even when offered up to 50% do not access it<sup>14</sup>. The subsequent issue being whether the package of support is fit for purpose or needs to be reviewed to better fit the needs of victims.
  - ii) There is strong support for the use of all available enforcement measures across all aspects of ASB and the need to more effectively promote them.
  - iii) Pre-existing vulnerabilities (e.g. isolation and disability) can be a contributory factor in ASB and it is important to identify vulnerable individuals to effectively target preventative measures. The VCAS was an excellent example of this through the provision of effectiveness of its community engagement activities in engaging with vulnerable residents.
  - iv) The factors that lead to homelessness, and challenges presented, are recognised. However, there is support for the enforcement action taken and initiatives out in place to encourage donations to foodbanks rather than direct to the homeless as a means of deterring begging.
  - v) A considerable amount of work / interventions are undertaken across partners, however, there is an absence of communication with Members in relation to issues within their individual wards to enable them to be involved in developing solutions.

<sup>13</sup> Source - Survey undertaken as part of the ASB Investigation.

<sup>14</sup> Source - Survey undertaken as part of the ASB Investigation.

- vi) A range of successful elements of enforcement activity has been undertaken with a positive impact on local communities and this needs to be better promoted. It should be continued and expanded upon in recognition of the subsequent displacement of the ASB.

e) In terms of the **Community Trigger**:-

- i) Whilst the statutory requirements for publicity of the community trigger were being fulfilled it was clear that awareness of the Community Trigger, and the criteria / process for its enactment, is limited across Elected Members and residents alike.
- ii) Responsibility for the implementation of the Community Trigger rests with the Local Authority, and whilst it is referenced on Hartlepool Borough Council's web site, further promotion of it is required. This includes the need for it to be referenced on the new Police single point of contact reporting system.
- iii) It was recognised that increased take-up of the Community Trigger could have resource implications and how this could be balanced with the need for greater transparency needs to be explored.

f) In terms of **potential solutions**:-

- i) There is a marked difference in potential solutions for dealing with ASB between young people and adults, young people tending to focus on practical steps such as diversionary activities, education and making perpetrators put things right. Conversely, the adult focus tending to be on a more deterrent / punishment based approach.
- ii) Ways of addressing ASB need to be found by working 'with' communities across all age groups, rather than doing it 'to' them, with the potential of a campaign to 'Take Back Neighbourhoods' and promote pride in local community through social responsibility. As part of this, there would be a real benefit in working collaboratively with young people on the development of focused prevention and intervention activities.
- iii) The provision of organised play activities / facilities in communities has can have a positive impact on ASB prevention, however, these facilities are not available across all wards and those that exist are not adequately promoted.
- iv) In terms of the focusing of ASB prevention and intervention activities, the collection of accurate data is essential to effectively focus resources. However, it has become evidence that respective data sets from all bodies is not currently combined into one usable data resource. In addition to this, the focus of activities should not be based solely on prevalence data, other factors should also be considered.
- v) ASB is an adult responsibility and parents need to take responsibility for the activities and actions of their children.

g) In terms of **education and engagement**:-

- i) Ensuring that there is a true understanding of the impact of ASB on the emotional and physical health and wellbeing of the population is essential to changing behaviour and the education of adults and children and young people must be a priority. This could include opportunities to speak to adults and young people as part of existing local authority, and partner provided, engagement and activity programmes (e.g. free swims and holiday hunger).
- ii) The following areas of excellent preventative work exist for schools across all primary and secondary schools:
  - ASBAD Programme – aimed at secondary Year 8 pupils; and
  - Crucial Crew – aimed at primary Year 6 pupils.
- iii) Crucial Crew is a self-funding initiative which relies on donations from outside organisations and participating schools for transporting pupils, however, Members were disappointed that around a third of primary schools did not contribute.
- iv) Problems are experienced by all partners in accessing secondary schools due to curriculum pressures and how schools could be better encouraged to participate in ASB preventative education programmes (i.e. the ASBAD programme) needs to be explored.
- v) It is important to dispel the myth that young people are the primary instigators of ASB and provide role models for all elements of the community.

## **15. RECOMMENDATIONS**

15.1 The Audit and Governance Committee has taken evidence from a wide range of sources and is clear in its overall support for the activities of the Integrated Community Safety Team. The Committee's key recommendations are as outlined over the page.

a) **Perceptions of ASB**:-

- i) That in response to concerns regarding under reporting of ASB in Hartlepool:
  - Work be undertaken with Nottingham Trent University and partner organisations (including Police, Fire Brigade and RSL) to explore the overlaying of data, including Office for National Statistics, risk factors and identified characteristics, to highlight areas of unreported ASB and plan the future focus of resources; and
  - Based on the area identified following the overlay of data, a focused exercise be undertaken to promote reporting.
- ii) That as part of the overlaying of data referenced in (i) above, the Audit and Governance Committee receive, as part of its 2020/21 Work Programme, a further report on the correlation between areas with significant levels of rented accommodation and ASB.

iii) That options for the involvement of young people in Hartlepool (potentially through the Youth Council and Children in Care Council) in the development of the below be explored:

- A promotional campaign to redress the perception that young people are the primary source of ASB.
- A young person focused approach to preventing and responding to ASB.
- Improved communication with young people about the impact of ASB and the diversionary activities that are available.'

**b) Partnership Working:-**

i) That in terms of the Integrated Community Safety Team:

- The Team be commended on their success in bringing agencies together in a ground-breaking partnership arrangement to deliver enforcement and education activity within the resources available; and
- Existing levels of staffing be maintained to ensure the sustainability of current activities and that a review of the current enforcement responsibilities be undertaken to ensure that the Team's enforcement responsibilities are balanced and have no negative impact on its ability to respond to ASB as a priority.

ii) That the Cleveland Fire Brigade be commended on the value of their inter-agency working, in terms of ongoing home visits as a useful tool for the identification of vulnerable individuals.

iii) That the Audit and Governance Committee receive, as part of its 2020/21 Work Programme, a further report on the development of relationships between both primary and secondary schools and older people/residential homes.

iv) That in terms of the Safer Hartlepool Partnership partners, that:

- The partners commit and sign a pledge to prioritise anti-social behaviour as a significant crime and record / respond to it accordingly;
- An anti-social behaviour update be included as an annual item on SHP agenda to raise the profile of anti-social behaviour and enable all partners to feedback any issues and/or areas of good practice in dealing with anti-social behaviour;
- That enforcement action be expanded and the resulting issues of displacement of ASB be monitored and reported to the SHP; and
- A Member Champion for anti-social behaviour be appointed and appointed to sit on the Safer Hartlepool Partnership to demonstrate the Council's commitment to dealing with anti-social behaviour.

v) That links between the Police, the Targeted Outreach Team and Youth Offending Team be strengthened along with improved communication between Council departments, schools, voluntary and community sector to provide a more effective and holistic approach to anti-social behaviour.

vi) That the PCC be lobbied to identify continued funding for the Target Outreach Team.

vii) That approaches to communication and intelligence sharing between Council departments, schools, VCS and outside organisations (especially retailers across the town) be reviewed to improve help promote confidence and awareness.

viii) That in relation to Cleveland Police activities:

- Concerns regarding the loss of Police satellite units and the subsequent wasted police time attending court be raised with the Cleveland Police and OPCC; and
- The Audit and Governance Committee receive, as part of its 2020/21 Work Programme, a further report on the implementation of promised increases in neighbourhood Police and PCSO numbers in Hartlepool.

### **c) Reporting and Satisfaction**

- i) That the outcome of the Thirteen's pilot scheme to increase the reporting of ASB, and online app, be evaluated and its potential roll out to non-Thirteen customers explored.
- ii) That the development of further options for the reporting of anti-social behaviour be explored alongside more traditional reporting mechanisms, including:
  - Online and use of electronic apps (including the Fix-My-Street scheme);
  - More innovative ways for older people to report anti-social behaviour; and
  - A potential single point of contact.
- iii) That issues relating to the need for multiple reports / contacts before action is taken by partners be explored to ascertain if there is a demonstrable issue and identify ways of addressing potential problems.
- iv) That a review be undertaken to identify ways to improve:
  - Satisfaction levels with anti-social behaviour interventions; and
  - Keep victims (including individual residents, groups of residents and shop owners) informed of progress throughout the process for dealing with any reported incidents.

### **d) Support and Promotion**

- i) That a town wide campaign be undertaken advertising prevention / enforcement activities, successes and outcomes, with the aim of promoting and encouraging reporting and improved communication with victims of ASB.
- ii) That the Council number for reporting ASB be promoted more widely within local communities to help reinvigorate Neighbourhood Policing, leading to enhanced problem solving activity within localities to tackle ASB and other community issues.
- iii) That in 6 months' time the Audit and Governance Committee receive, as part of its 2020/21 Work Programme, a further report on the continuation/replacement of the Think Family Programme (Troubled Families) and its activities in relation to ASB.
- iv) That in light of issues with awareness and take up of support services for victims of ASB, the package of services be evaluated to ascertain if it is fit for purpose and whether alternative support mechanisms need to be identified which better fits the needs of victims.

v) That in relation to the **Community Trigger**:

- Whilst it is referenced on Hartlepool Borough Council's web site, further promotion be undertaken, including the need for it to be referenced on the new Police single point of contact reporting system;
- The potential implications of increased promotion of the Community Trigger on the workload of the Integrated Community Safety Team be evaluated and responded to accordingly; and
- The outcome of discussions between the Police and Crime Commissioner's Office and the Victims and Witness Group on the implementation of the Community Trigger be reported to a future meeting of the Committee.

vi) That Elected Members are not being utilised to their full capacity in terms of the value that could add to the work of the Integrated Team and the ASB prevention / intervention process. To facilitate this:

- A full training programme to be provided covering the sources of advice and support available, formal routes of reporting through the Contact Centre and criteria / potential use of the Community Trigger;
- A publicist campaign need to be undertaken to promote the role of Members as part of the mechanism for reporting of ASB and supporting residents; and
- Regular briefings/communications be provided for Ward Councillors on ASB issues in their own Ward.

**e) Solutions**

- i) Mirroring arrangement with schools, the potential to have a named PCSO contact for all residential/care homes be explored.
- ii) That ways of addressing ASB be found by working 'with' communities across all age groups, rather than doing it 'to' them, including the development of a campaign to 'Take Back Neighbourhoods' and promote pride in local community through social responsibility and collaborative working.
- iii) In recognition of the value of organised play activities/facilities in communities across Hartlepool, as an alternative to ASB, a review of activities/facilities be undertaken and their location publicised.

**f) Education and Engagement**

- i) That in terms of the excellent work being undertaken as part of the ASBAD and Crucial Crew programmes:
  - All schools across the town be encouraged (via Head Teachers, Chairs of Governors and PHSE Lead Officers to participate in the ASBAD / Crucial Crew Education Programme; and
  - The future funding of ASBAD/Crucial Crew Education Programmes be reviewed to assist in their sustainability going forward.
- ii) That anti-social behaviour prevention / intervention be promoted as part of existing local authority, and partner provided, engagement and activity programmes (e.g. free swims and holiday hunger).

- iii) That the identification of role models (such as local celebrities) to take part in ASB education and prevention activities be explored.
- iv) That as part of a wider ASB programme of engagement, all primary and secondary schools across Hartlepool be encouraged to commit to an agreed schedule of activities involving the Police, Fire, NEAS and local authority.
- v) That a campaign be undertaken to dispel the myth that young people are the primary instigators of ASB.

## **ACKNOWLEDGEMENTS**

The Committee is grateful to all those who have presented evidence during the course of our investigation. We would like to place on record our appreciation, in particular of the willingness and co-operation we have received from the below named:-

### Hartlepool Borough Council:

Integrated Community Safety Team  
North, Central and South Hubs  
Private Sector Housing Team  
Public Protection

### External Representatives:

Nottingham Trent University  
Cleveland Police and Crime Commissioner  
Cleveland Police  
Cleveland Fire Authority  
North East Ambulance Service  
Thirteen Housing Group  
Private Sector Landlords  
Children in Care Council  
Hartlepool Youth Council  
Residents of Laurel Gardens, Albany Court and Hartfields  
West View Project/Kilmarnock Youth Group/Wharton Trust Youth Group/Belle Vue Youth Group  
Belle Vue Youth Outreach Team  
Asylum Seeker Group  
Hartlepool Residents' Groups and Associations  
Joseph Rowntree Trust

**COUNCILLOR GERARD HALL  
CHAIR OF THE AUDIT AND GOVERNANCE COMMITTEE**

**March 2020**

**Contact Officer:**

Joan Stevens, Statutory Scrutiny Manager  
Chief Executive's Department – Legal Services  
Hartlepool Borough Council  
Tel:- 01429 284142  
Email:- [joan.stevens@hartlepool.gov.uk](mailto:joan.stevens@hartlepool.gov.uk)

**BACKGROUND PAPERS**

The following background papers were consulted or referred to in the preparation of this report:-

Nottingham Trent University Report  
Survey of young people undertaken by the Youth Council – November-December 2019



## **Terms of Reference for the Investigation**

## **Appendix 1**

The following Terms of Reference for the investigation are proposed:-

- (a) To establish an understanding of:
  - Actions or activities that constitute anti-social behaviour; and
  - How anti-social behaviour is categorised in Hartlepool.
- (b) To gain an understanding of:
  - The type, prevalence, cost and impact of anti-social behaviour on individuals and communities across Hartlepool (Inc. clarification of the demographic groups and ages from which those responsible for, and subject to, anti-social behaviour belong);
  - The reasons for anti-social behaviour (Inc. drugs and alcohol and grooming into illegal activity); and
  - Anti-social behaviour trends in Hartlepool, Tees Valley and nationally, and the changing factors (Inc. social and economic) that have influenced them in Hartlepool.
- (c) To compare Hartlepool anti-social behaviour data and performance with other local, regional and peer Local Authorities.
- (d) To ascertain the powers available to the local authority and its partners to curb anti-social behaviour and the various stages of progressing action.
- (e) To consider the services provided across partner organisations and challenges facing the provision of services (now and in the future).
- (f) To explore anti-social behaviour reporting processes and in doing so gain an understanding of the:
  - Challenges / deterrents to reporting; and
  - Support provided to residents in submitting complaints in often difficult situations.
- (g) To explore examples of good practice / successes by local authorities, partners and other bodies (statutory and voluntary) in curbing anti- social behaviour:
  - In Hartlepool; and
  - Across the Country (to be identified following attendance at the Conference referenced in Section 7).
- (h) To consider expert evidence and research / previous reports:
  - Hartlepool Borough Council – Overview and Scrutiny Investigation into Anti-Social Behaviour (2004); and
  - Nottingham Trent University – Anti-Social Behaviour: Living a Nightmare;
- (i) To seek the views of the following in terms of current anti-social behaviour issues and how services could be better provided within the resources available\*:
  - Partner organisations and bodies (statutory and voluntary sector); and
  - Residents (individuals and associations across age groups and vulnerable / minority communities).

*\*Utilising survey(s) and feedback from attendance at key groups / bodies). This to also include consideration of the outcomes of previous survey to prevent the duplication of activities.*

- (j) To gain an understanding of the impact of current and future budget pressures on the way in which services to prevent or respond to anti-social behaviour are provided in Hartlepool;
- (k) To explore how services to prevent and respond to anti-social behaviour could be provided in the future, giving due regard to:
  - Improving the effectiveness and efficiency of the way in which the service is currently provided;
  - Raising awareness and addressing perceptions; and
  - If / how the service could be better provided within the resources available in the current economic climate.

### **Areas of Enquiry/Sources of Evidence**

- (a) Evidence from the Leader of the Council and Chair of the Community Safety Partnership and Health and Wellbeing Board;
- (b) Evidence from the Chairs of Committees (Neighbourhood Services Committee, Children's Services Committee and Adult Services Committee);
- (c) Evidence from Hartlepool Borough Council Directors (Public Health, Children's Services,
- (d) Evidence from representatives from partner organisations – Statutory and Voluntary and Community Sector (Inc. Cleveland Police, Criminal Justice System Probation, Fire Brigade and the North East Ambulance Service);
- (e) Evidence from the Police and Crime Commissioner for Cleveland;
- (f) Evidence from local Housing provider Thirteen Housing Group;
- (g) Evidence and presentation from Dr James Hunter, Nottingham Trent University including the publication - Anti-Social Behaviour: Living a Nightmare - Victims' Commissioner for England and Wales;
- (h) Member attendance at Local Government Association Conference;
- (i) Member attendance at the following events across Hartlepool:
  - Enforcement Officer Patrol;
  - Day of Action – Oxford Road;
  - Youth Outreach Team Patrol;
  - Premise Closure Operation;
  - Ride Along Scheme with Cleveland Police; and
  - Community Safety Office visit.
- (j) Appropriate Champions (Hartlepool Borough Council);
- (k) Ward Councillors; and

The following sources of evidenced were referenced during the investigation:

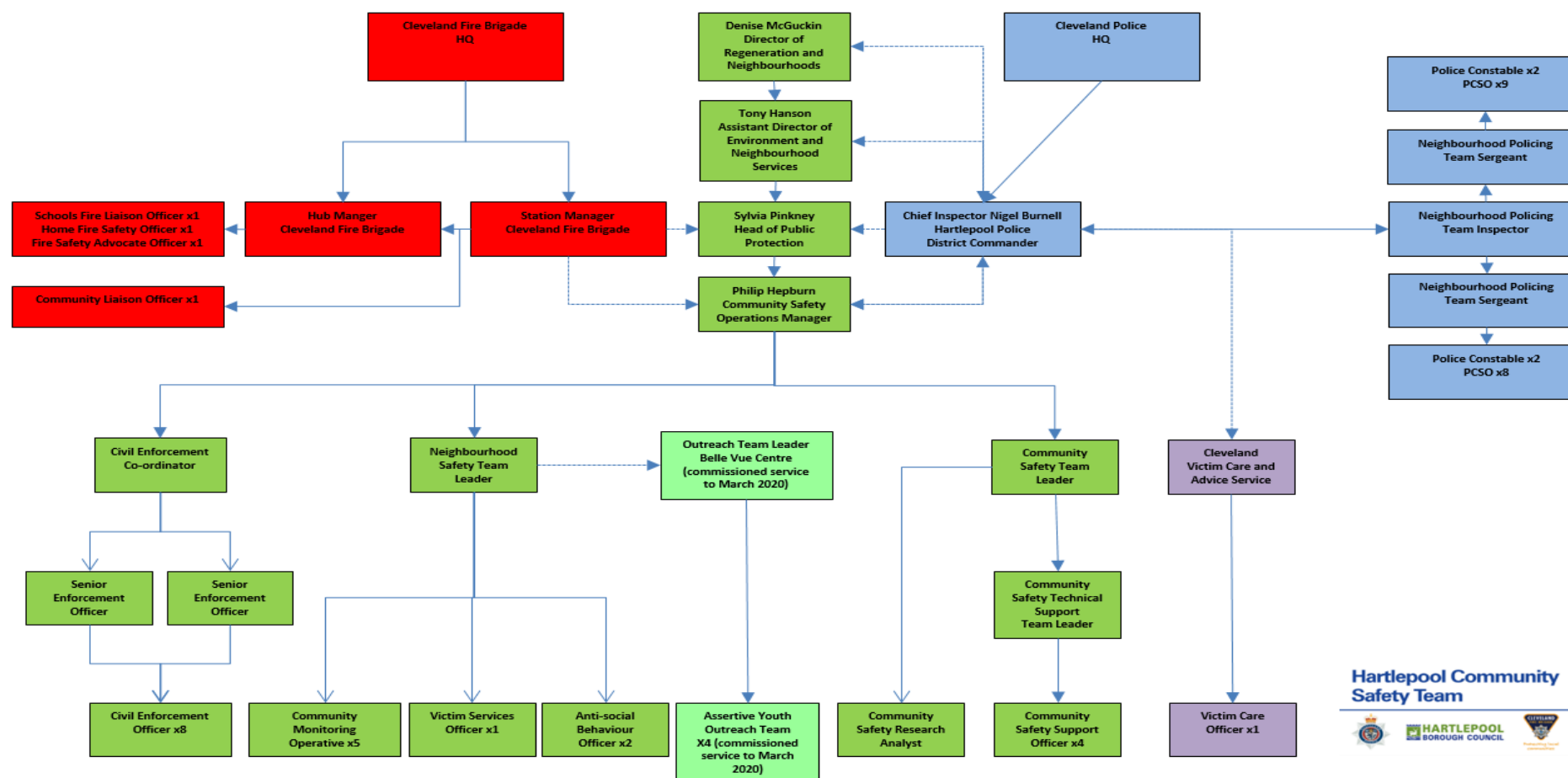
- (a) Anti-Social Behaviour: Living a Nightmare - Victims' Commissioner for England and Wales (<https://s3-eu-west-2.amazonaws.com/victcomm2-prod-storage-119w3o4kq2z48/uploads/2019/04/ASB-report.pdf>);
- (b) Hartlepool Borough Council – Overview and Scrutiny Investigation into Anti-Social Behaviour (2004) ([Anti Social Behaviour | Hartlepool Borough Council](#));
- (c) Community Safety Partnership - Community Safety Plan 2017 – 2020 (Year 3) [Agendas, reports and minutes | Hartlepool Borough Council](#).

## Appendix 2

<b>DRUG / SUBSTANCE MISUSE &amp; DEALING</b>	Taking Drugs
	Sniffing Volatile Substances
	Discarding Needles / Drug Paraphernalia
	Drugs Den / Drinking Den / Cultivation
	Presence Of Dealers Or Users
<b>STREET DRINKING</b>	Street Drinking
<b>BEGGING</b>	Begging
<b>PROSTITUTION</b>	Soliciting
	Cards In Phone Boxes
	Discarded Condoms
<b>KERB CRAWLING</b>	Loitering
	Pestering Residents
<b>SEXUAL ACTS</b>	Inappropriate Sexual Conduct
	Indecent Exposure
	Rape
	Child Abuse
<b>ABANDONED CARS</b>	Abandoned Cars
<b>VEHICLE RELATED NUISANCE &amp; INAPPROPRIATE VEHICLE USE</b>	Inconvenient / Illegal Parking
	Car Repairs On The Street / In Gardens
	Setting Vehicles Alight
	Joyriding
	Racing Cars
	Off-Road Motorcycling
	Cycling / Skateboarding In Pedestrian Areas / Footpaths
<b>NOISE</b>	Noisy Neighbours
	Noisy Cars / Motorbikes
	Loud Music
	Alarms (Persistent Ringing / Malfunction)
	Noise From Pubs / Clubs
	Noise From Business / Industry
<b>ROWDY BEHAVIOUR</b>	Shouting & Swearing
	Fighting
	Drunken Behaviour
	Hooliganism / Loutish Behaviour
<b>NUISANCE BEHAVIOUR</b>	Urinating / Defecating In Public
	Setting Fires (not directed at specific persons or property)
	Inappropriate Use Of Fireworks
	Throwing Missiles
	Climbing On Buildings
	Impeding Access To Communal Areas
	Games In Restricted / Inappropriate Areas
	Misuse Of Air Guns
	Letting Down Tyres
<b>HOAX CALLS</b>	False Calls To Emergency Services
<b>ANIMAL RELATED PROBLEMS</b>	Uncontrolled Animals

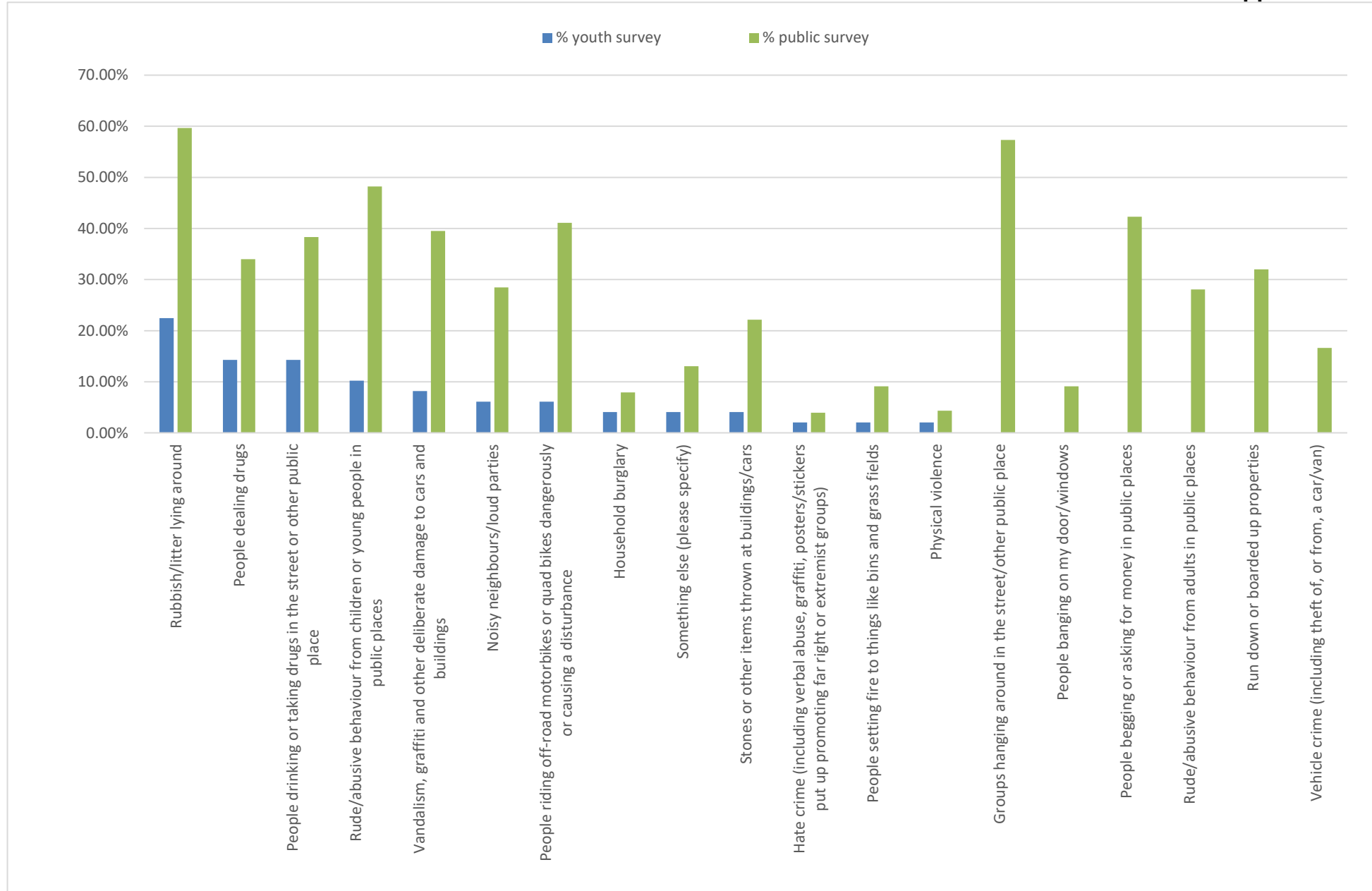
<b>INTIMIDATION / HARASSMENT</b>	Murder
	Groups Or Individuals Making Threats
	Verbal Abuse
	Bullying
	Following People
	Pestering People
	Voyeurism
	Sending Nasty / Offensive Letters
	Obscene / Nuisance Phone Calls
	Menacing Gestures
	Domestic Violence
	Physical Violence
	Stalking
<b>CRIMINAL DAMAGE / VANDALISM</b>	Graffiti
	Damage To Bus Shelters
	Damage To Phone Kiosks
	Damage To Street Furniture
	Damage To Buildings / Vehicles
	Damage To Trees / Plants / Hedges
<b>LITTER / RUBBISH</b>	Dropping Litter
	Dumping Rubbish
	Fly-Tipping
	Fly-Posting
<b>HATE INCIDENT</b>	Race, Ethnicity and Nationality
	Sexual Orientation
	Gender Identity
	Religion, Faith or Belief
	Disability
	Mate Crime
	Alternative subcultures
<b>CRIMINAL BEHAVIOUR</b>	Criminal Behaviour
	Fraud
	Theft
	Robbery
	TFMV
	Burglary
	Repeat Burglary

# Hartlepool Community Safety Team Structure



## BIGGEST BEHAVIOUR PROBLEM IN LOCAL AREA

## Appendix 4





# SAFER HARTLEPOOL PARTNERSHIP

4<sup>th</sup> September 2020



**Report of:** Assistant Director (Environment and Neighbourhood Services)

**Subject:** DRAFT COMMUNITY SAFETY PLAN 2020-2021

---

## 1. PURPOSE OF REPORT

- 1.1 Part of the Budget and Policy Framework. To consider and agree a draft Community Safety Plan 2020-21 (see **Appendix 1**).

## 2. BACKGROUND

- 2.1 Introduced by the Crime and Disorder Act 1998, Community Safety Partnerships (CSPs) have a statutory responsibility to develop and implement a Community Safety Strategy setting out how it intends to address crime and disorder, substance misuse, and re-offending issues.
- 2.2 CSP's are made up of representatives from the six 'responsible authorities'. These are the Local Authority, Police, Fire Brigade, National Probation Service, Community Rehabilitation Company and Clinical Commissioning Group. CSP's have a number of statutory duties which include:
- Producing a **Community Safety Strategy** that details how the CSP will tackle the crime, disorder, anti-social behaviour, substance misuse and re-offending priorities in its local area;
  - Producing an annual partnership **strategic assessment** to help identify and better understand local community safety priorities;
  - **Consulting** with local residents and organisations on community safety priorities.
- 2.3 A report was scheduled to be presented at the SHP meeting in March 2020 proposing that a development day be held to provide all members of the Partnership with the opportunity to discuss the findings of the annual strategic assessment, proposed priorities for the SHP going forward and the with

current and future Partnership arrangements to inform and deliver the Community Safety Plan for 2020-23.

- 2.4 However, due to the coronavirus outbreak, the March meeting of the SHP was cancelled and the ability to hold a development day lost.
- 2.5 In light of the above, the 2019 Safer Hartlepool Partnership Strategic Assessment was instead circulated to Partnership members for their comment / agreement on the findings and proposed priorities contained within the document.

### **3. DRAFT COMMUNITY SAFETY PLAN 2020-21**

- 3.1 It is proposed that the attached draft Community Safety Plan covers just one year – 2020-21, and that further and additional work be undertaken before the production of a three year plan covering 2021-2024.
- 3.2 The Community Safety Plan 2020-21 provides an overview of some of the recent activities undertaken to improve community safety in Hartlepool, and key findings from the Partnership's Strategic Assessment and public consultation as outlined above. The Partnership's proposed strategic objectives and key priorities it will take forward over the next year are detailed below.
- 3.3 The proposed strategic objective for 2020-21 is: -
- “To make Hartlepool a safe, prosperous and enjoyable place to live, work and visit”
- 3.4 The key priorities for the Partnership in 2020/21 are: -
- Drugs and Alcohol
  - Anti-social Behaviour
  - Domestic Violence

### **4. CONSULTATION**

- 4.1 Subject to approval by the Safer Hartlepool Partnership, the draft Community Safety Plan will be subject to an eight week consultation period with the consultation exercise comprising of the following:
- An online consultation survey – with links published on the Safer Hartlepool Partnership website, Hartlepool Borough Council website, Hartlepool Borough Council Facebook page and Hartlepool Borough Council Twitter page. The use of local media mechanisms including but not limited to Hartlepool Mail.



- Targeted emails will be sent to a wide range of public, private, community and voluntary sector representatives and groups containing a link to the online consultation survey.
- Presentation of the draft Plan to the Council's Audit & Governance and Finance and Policy Committees.

4.2 It is anticipated that the final Plan will be presented to the Partnership in November 2020, and subject to the approval by the Partnership will be considered by the Council's Finance and Policy Committee prior to being referred for adoption by full Council in December 2020.

## **5. DELIVERY AND PERFORMANCE MONITORING**

5.1 Delivery of the Community Safety Plan will be via existing agencies, organisations and partnerships and, where necessary, the development of new working groups shall be monitored by the Safer Hartlepool Partnership.

## **6. SECTION 17 CONSIDERATIONS**

6.1 Failure to develop a Community Safety Plan would undermine the Safer Hartlepool Partnerships ability to fulfil its statutory responsibilities to set out a strategy for the reduction of crime and disorder, combating substance misuse and reduction in re-offending in Hartlepool.

## **7. LEGAL CONSIDERATIONS**

7.1 In accordance with the Crime and Disorder Act 1998 (as amended) the Safer Hartlepool Partnership is required to produce a Community Safety Plan to set out how it intends to address crime and disorder, substance misuse, and re-offending issues.

## **8. EQUALITY AND DIVERSITY CONSIDERATIONS**

8.1 The annual strategic assessment and consultation process will ensure that the needs of all sections of the community are considered when formulating and implementing the Community Safety Plan 2020-2021.

## **9. OTHER CONSIDERATIONS**

Risk Implications	No relevant issues
Financial Considerations	No relevant issues
Child/Family Poverty Considerations	No relevant issues
Staff Considerations	No relevant issues
Asset Management Considerations	No relevant issues

## **10. RECOMMENDATION**

- 10.1 That SHP members consider, discuss and agree any amendments to the proposed draft Plan prior to the commencement of an eight week consultation period.

## **11. REASON FOR RECOMMENDATION**

- 11.1 The Safer Hartlepool Partnership has a statutory duty to develop and implement a Plan to reduce crime and disorder, combat substance misuse, and reduce re-offending.

## **12. CONTACT OFFICER**

Tony Hanson  
Assistant Director (Environment and Neighbourhood Services)  
Hartlepool Borough Council  
Email: [Tony.hanson@hartlepool.gov.uk](mailto:Tony.hanson@hartlepool.gov.uk)  
Tel: 01429 523400

Rachel Parker  
Community Safety Team Leader  
Hartlepool Borough Council  
Email: [Rachel.parker@hartlepool.gov.uk](mailto:Rachel.parker@hartlepool.gov.uk)  
Tel: 01429 523100



# Safer Hartlepool Partnership



## Community Safety Plan

2020 - 2021

## APPENDIX 1



## CONTENTS

Section	Heading	Page
1	Foreword	3
2	Introduction	4
3	Local Context	5
4	Summary of the 2019/20 Plan	6
5	Strategic Assessment 2019	7
6	Public Consultation	8
7	Strategic Objectives 2020/21	10
8	Priorities 2020/21	10
9	Delivering the Plan	11
10	Monitoring Performance	12

## APPENDIX 1



### 1. FOREWORD

As Chair, I am pleased to present the Community Safety Partnership (CSP) Plan for 2020 – 2021 on behalf of The Safer Hartlepool Partnership (SHP).

The Partnership Plan brings together our aims, ambitions and priorities for the next year. We will work in Partnership to tackle the issues which impact on, and matter to local people.

During the lifetime of the previous Community Safety Plan introduced in 2017, there have been a number of key community safety achievements, not least the launch of an integrated Hartlepool Community Safety Team in March 2018.

Created in response to requests from residents for a more joined-up service, the team brings together staff from Hartlepool Borough Council, Cleveland Police and Cleveland Fire Brigade who are all based together in the Police Station on Avenue Road. During 2020, the work of this team will be strengthened by the Chief Constable of Cleveland Police's commitment to neighbourhood policing which will see an increase in dedicated resources to gather intelligence, prevent crime and problem solve in our local communities.

The Community Safety Plan 2020 – 2021 reflects the outcomes of the 2019 SHP Strategic Assessment. In utilising this data and information, it has enabled the SHP to identify the priority areas to be focussed on for the next year. This will enable us to deliver a holistic approach, with a greater emphasis on prevention and reducing harm.

The SHP has faced new challenges in recent years including, most recently, the onset of COVID-19 which has had a huge impact on all aspects of life in the town. There has been a significant change in issues that are presented to partners to address, whilst also tackling substantial resource pressures. Important matters such as organised crime, serious violence, anti-social behaviour, substance misuse and responding to those members of our communities with specific vulnerabilities understandably take priority.

The SHP will continue to look at new and innovative ways of working collaboratively to reduce crime and disorder, substance misuse and re-offending, and most importantly, improving the quality of life for the people who live and work in and visit Hartlepool.

**Councillor Shane Moore**

**Chair, Safer Hartlepool Partnership**

## APPENDIX 1



### 2. INTRODUCTION

The Safer Hartlepool Partnership (SHP) brings together a number of agencies and organisations concerned with tackling crime and disorder in Hartlepool. As defined by the Crime and Disorder Act 1998, the Partnership comprises members from each of the “responsible authorities”; Hartlepool Borough Council, Cleveland Police, Cleveland Fire and Rescue Service, National Probation Service (Cleveland), Durham Tees Valley Community Rehabilitation Company and Hartlepool and Stockton Clinical Commissioning Group. In addition, a range of other stakeholders from the public and voluntary sectors are also represented and include Thirteen Group, Safe In Tees Valley and the Police and Crime Commissioner for Cleveland.

Our key role is to understand the kind of community safety issues Hartlepool is experiencing; decide which of these are the most important to deal with; and then decide what actions we can take collectively, adding value to the day-to-day work undertaken by our individual agencies and organisations.

We detail these actions in our Community Safety Plan. To help us do that we undertake a Strategic Assessment which analyses a range of detailed information that exists about crime, disorder, substance misuse, re-offending and other community matters that are affecting Hartlepool.

The outcomes of the assessment form recommendations about how to keep the Community Safety Plan priorities relevant.

In producing our plan we are also mindful of the pledges of the Police and Crime Commissioner in his Police and Crime Plan and the requirement to 'have regard' to the priorities established by this plan.

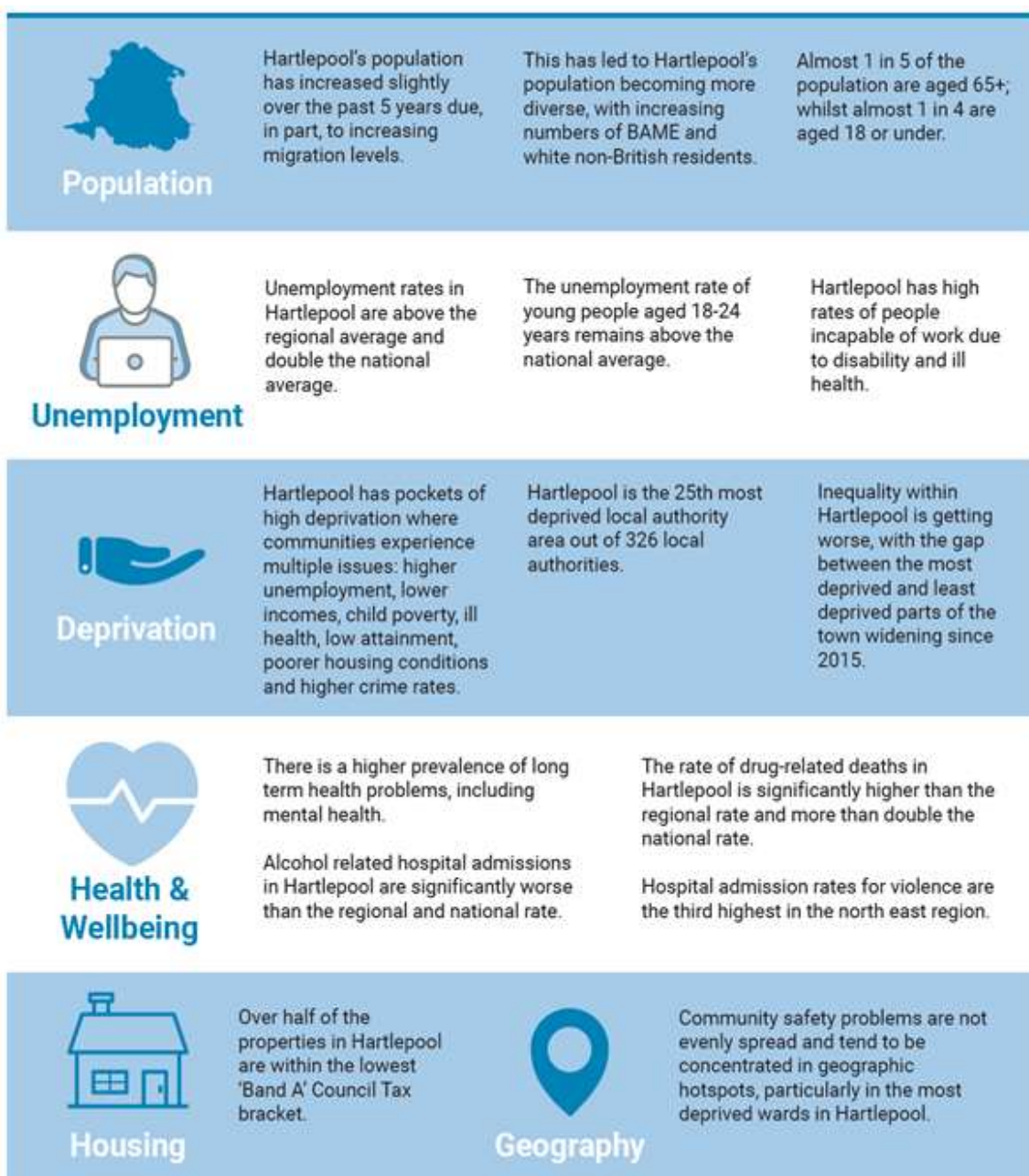
The community safety landscape continues to evolve and partners continue to face challenges in having to adapt the way services and initiatives are delivered. Since the introduction of the Crime and Disorder Act 1998, legislative changes have amended our focus, and also the statutory partners we work with, but the principles of working together remain at the heart of tackling crime and disorder.



### 3. LOCAL CONTEXT

Hartlepool is the smallest unitary authority in the North East region and the third smallest in the country comprising of some of the most disadvantaged areas in England. Issues around community safety can be understood by a number of contextual factors:

## APPENDIX 1



## 4. SUMMARY OF THE 2019/20 PLAN

During the final year of the Community Safety Plan 2017 – 2020 we have continued to focus our priorities on ensuring Hartlepool is a safe place for residents, workers and visitors by undertaking activity to address the issues that are likely to have most effect on people during their day to day lives.



**APPENDIX 1****Reduce crime and repeat victimisation**

- Provided home and personal crime prevention advice, target hardening and emotional support to more than 500 victims of crime and anti-social behaviour.
- Held regular “drop in” sessions in the Community Hubs and schools to offer property marking.
- Delivered targeted crime prevention campaigns and communicated key messages through a variety of media.
- Hosted a Serious Violence Summit to explore how agencies can work together to tackle serious violence.
- Developed a Victim Care Pathway for victims of Modern Day Slavery

**Reduce the harm caused by alcohol and drug misuse**

- Developed a new integrated model for drug and alcohol services.
- Secured 18 premise closure orders for residential properties concerned in the supply of illegal drugs

**Create confident, cohesive and safe communities**

- Delivered early intervention, diversionary, educational and positive activities through the deployment of the Target Youth Outreach Team, achieving more than 1,600 contacts with young people identified as at risk of exploitation and / or becoming involved in anti-social or criminal behaviour.
- Co-ordinated multi-agency “Days of Action” to target anti-social behaviour and environmental issues in hotspot locations
- Carried out targeted operations to address illegal and dangerous parking at schools, identify and seize nuisance off-road vehicles, respond to complaints of aggressive begging.
- Delivered the annual Anti-Social Behaviour Awareness Day (ASBAD) which highlights the consequences of anti-social behaviour and provides young people with the knowledge and understanding of the roles of support and Community Safety focused agencies working in Hartlepool.

**Reduce offending and re-offending**

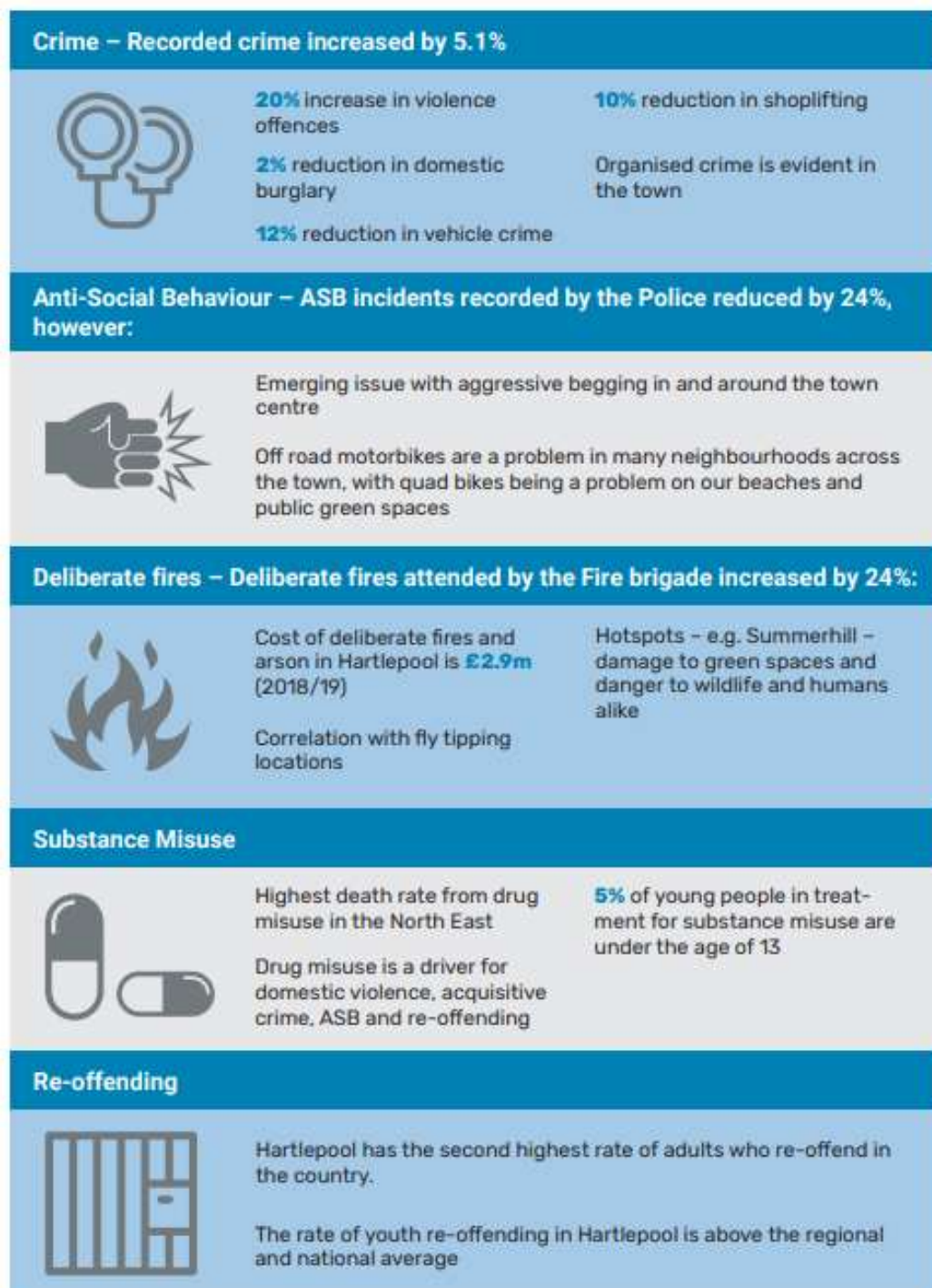
- Supported the implementation of the Cleveland Divert scheme which engages with adults at risk of entering the Criminal Justice System for low-level offences and offers eligible offenders the opportunity to engage with services as an alternative to prosecution.



## APPENDIX 1

## 5. STRATEGIC ASSESSMENT 2019

The Partnership conducts an annual assessment of the levels and patterns of crime and disorder, substance misuse and re-offending in Hartlepool to identify and address the community safety issues that impact upon and really matter to the local community. Key findings from the 2019 assessment are outlined below.



**APPENDIX 1****6. PUBLIC CONSULTATION**

The Safer Hartlepool Partnership has a statutory obligation to engage and consult with the communities of Hartlepool about community safety priorities.

The annual Community Safety Survey is designed to assist the Partnership to:

- Gain a wider understanding of public perception of crime and anti-social behaviour in the local area;
- Understand what makes people feel safe and unsafe; and
- Understand which issues cause most concern

Analysis of the results of the survey conducted in February 2020 highlighted that although many residents perceive crime and anti-social behaviour to be a problem in their area, more than half of respondents said they had not been a victim of crime in the previous 12 months.

When asked about feelings of safety, most respondents said they feel safe being outside during the day and after dark. Those who said they felt unsafe stated this was due to poor street lighting, lack of police, suspicious people hanging around and people dealing drugs.

The survey findings also revealed that serious violence, organised crime and “county lines” drug dealing are issues which cause concern in our communities amongst the community and should be included as priorities in the Community Safety Plan.

The annual Face the Public event scheduled to take place on 16th March 2020, was cancelled due to safety concerns relating to COVID-19.

In addition to the Partnerships’ consultation with the public, and in fulfilling the requirements of the Police and Justice Act 2006, the Council’s Audit and Governance Committee, conducted an investigation into anti-social behaviour in Hartlepool during 2019 under its statutory crime and disorder scrutiny responsibilities.

A town wide public survey was conducted to seek residents’ opinions and experiences of ASB. The response rate was good with almost 400 surveys completed. More than two thirds of respondents stated that they had experienced ASB in the preceding six months.

The survey results further identified that the main issues of ASB experienced by respondents included rubbish / littering, groups hanging around in the street / public places, rude / abusive behaviour by young people, begging and vehicle nuisance (off-road bikes).



## APPENDIX 1

### 6. CONTINUED...



In addition to the survey, an extensive consultation and engagement exercise was conducted, with an open invitation extended to individuals and groups. Drop in sessions were held in a number of locations including the Community Hubs and Sheltered accommodation complexes.

A series of workshops were attended by representatives from resident's groups and associations, representatives from minority communities of interest or heritage, young people who attend various youth clubs across the town and representatives from the Hartlepool Taxi trade.

Several interviews were also conducted with individual residents who had experienced and reported anti-social behaviour.

Common issues of concern were identified across all of these groups and included drug and alcohol abuse and drug dealing, deliberate fires and fly-tipping, noise nuisance and littering and a lack of police visibility in neighbourhoods.

DRAFT

## APPENDIX 1



### 7. STRATEGIC OBJECTIVE 2020/21

The new strategic objective for the Partnership in 2020/21 is: -

**To make Hartlepool a safe, prosperous and enjoyable  
place to live, work and visit**

### 8. PRIORITIES 2020/21

As with any town, Hartlepool faces many challenges and must work within an environment of conflicting demands and limited resources.

The Partnership recognises that there are many issues that impact on the lives of some, or all, of Hartlepool's residents and continued efforts will be made by all Partnership members to address these in a focussed and effective manner.

Issues such as hate crime, violence (particularly serious violence) and exploitation are significant in both the local and national context and the Partnership recognises the need to work both individually and collectively to address them.

However, the Partnership also recognises the benefits of identifying those issues that have the greatest impact on the town and the need to target resources and efforts to deal with them effectively and efficiently.

To do this, the Safer Hartlepool Partnership will focus activity on three key priority areas – each of which contributes towards a wide range of community concerns. The three key priority areas for 2020/21 are: -

#### Drugs and Alcohol

Through targeted partnership working, focussed efforts will be made to reduce both the demand for, and the supply of, illegal drugs in Hartlepool.

The Partnership will also work together to reduce the negative social, personal and health consequences caused by the misuse of alcohol in the town.

#### Anti-social Behaviour

The Partnership will look to reduce anti-social behaviour in Hartlepool.

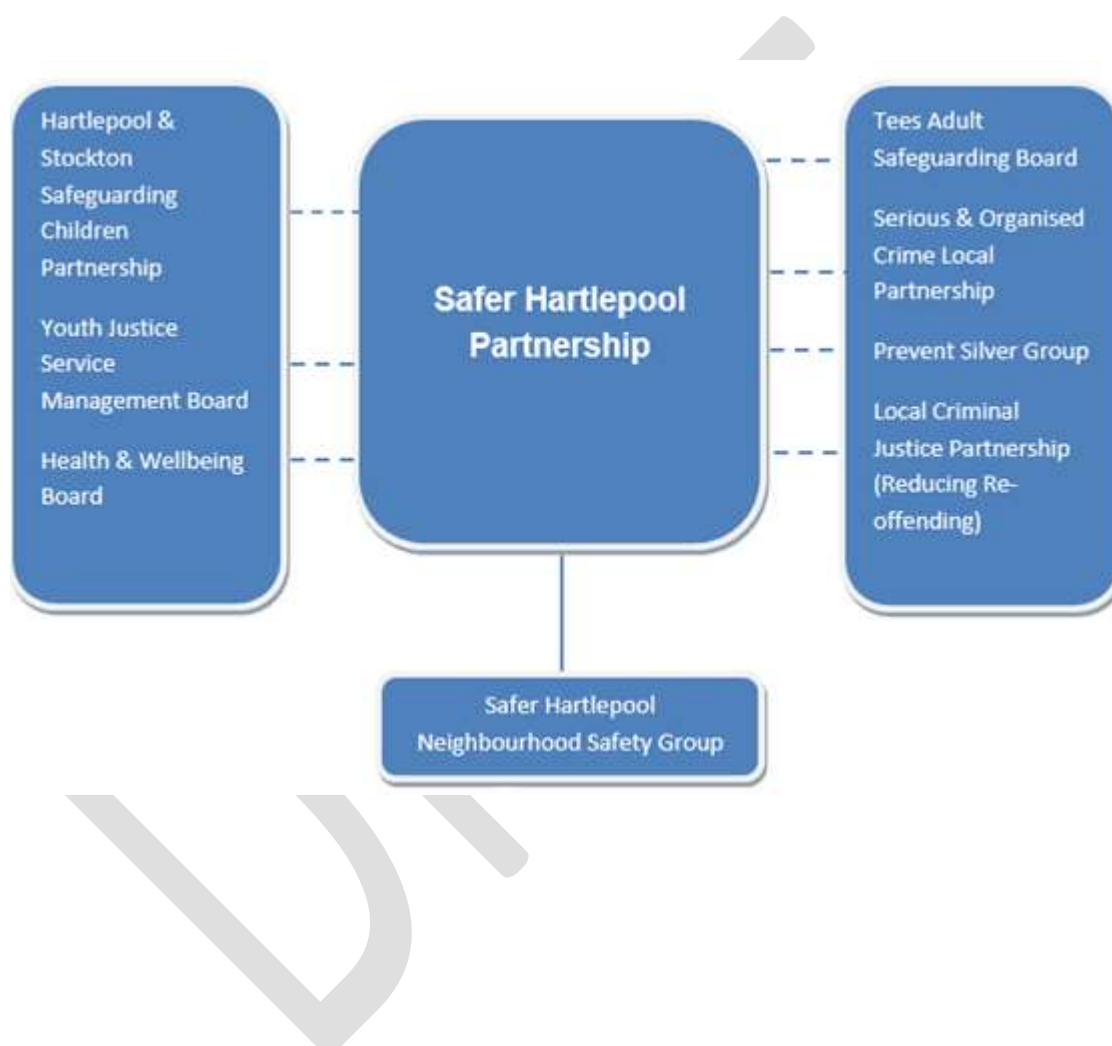
#### Domestic violence and abuse

The Partnership will work together to raise awareness, prevent abuse, protect and support victims, challenge and prosecute perpetrators of domestic abuse.

## APPENDIX 1

**9. DELIVERING THE PLAN**

The Partnership will draw on available resources to ensure delivery of the plan through the effective use of existing organisations, agencies and groups and the establishment of new ones where required.





## 10. MONITORING PERFORMANCE

Performance will be measured using targeted performance indicators that will be periodically reported back to, and monitored by, the Safer Hartlepool Partnership.

Performance indicators will be developed as part of the establishment of the delivery structure and will include both qualitative and quantitative indicators where appropriate.

DRAFT





Page left intentionally blank

DRAFT



## APPENDIX 1



For further information contact:

The Safer Hartlepool Partnership

Civic Centre

Victoria Road

Hartlepool

TS24 8AG

Tel: 01429 523100

Email: [community.safety@hartlepool.gov.uk](mailto:community.safety@hartlepool.gov.uk)



# SAFER HARTLEPOOL PARTNERSHIP

4<sup>th</sup> September 2020



**Report of:** Assistant Director (Environment and Neighbourhood Services)

**Subject: SAFER HARTLEPOOL PARTNERSHIP PERFORMANCE**

---

## 1. PURPOSE OF REPORT

- 1.1 For information. To provide an overview of Safer Hartlepool Partnership performance for Quarter 3 – October to December 2019 (inclusive).

## 2. BACKGROUND

- 2.1 The Community Safety Plan 2017-20 outlines the Safer Hartlepool Partnership strategic objectives, annual priorities and key performance indicators 2019/20.

## 3. PERFORMANCE REPORT

- 3.1 The report attached (**Appendix A**) provides an overview of Safer Hartlepool Partnership performance during Quarter 3, comparing current performance to the same time period in the previous year, where appropriate.
- 3.2 In line with reporting categories defined by the Office for National Statistics (ONS), recorded crime information is presented as:

**Victim-based crime** – All police-recorded crimes where there is a direct victim. This victim could be an individual, an organisation or corporate body. This category includes violent crimes directed at a particular individual or individuals, sexual offences, robbery, theft offences (including burglary and vehicle offences), criminal damage and arson.

**Other crimes against society** - All police-recorded crimes where there are no direct individual victims. This includes public disorder, drug offences, possession of weapons and other items, handling stolen goods and other miscellaneous offences committed against the state. The rates for some crime types within this category could be increased by proactive police activity, for

example searching people and finding them in possession of drugs or weapons.

#### 4. OTHER CONSIDERATIONS

Risk Implications	No relevant issues
Financial Considerations	No relevant issues
Legal Considerations	No relevant issues
Consultation	No relevant issues
Child/Family Poverty Considerations	No relevant issues
Equality and Diversity Considerations	No relevant issues
Section 17 of The Crime And Disorder Act 1998 Considerations	No relevant issues
Staff Considerations	No relevant issues
Asset Management Considerations	No relevant issues

#### 5. RECOMMENDATIONS

- 5.1 The Safer Hartlepool Partnership note and comment on performance in Quarter 2.

#### 6. REASONS FOR RECOMMENDATIONS

- 6.1 The Safer Hartlepool Partnership is responsible for overseeing the successful delivery of the Community Safety Plan 2017-2020.

#### 7. BACKGROUND PAPERS

- 7.1 The following background papers were used in the preparation of this report:-

Safer Hartlepool Partnership – Community Safety Plan 2017-2020

#### 8. CONTACT OFFICER

Tony Hanson  
 Assistant Director (Environment and Neighbourhood Services)  
 Hartlepool Borough Council  
 Regeneration and Neighbourhoods  
 Civic Centre  
 Level 3  
 Email: [tony.hanson@hartlepool.gov.uk](mailto:tony.hanson@hartlepool.gov.uk)  
 Tel: (01429) 523400

Rachel Parker  
Community Safety Team Leader  
Hartlepool Borough Council  
Regeneration and Neighbourhoods  
Hartlepool Police Station  
Email: Rachel.parker@hartlepool.gov.uk  
Tel: 01429 523100



## Safer Hartlepool Performance Indicators Quarter 3 October – December 2019

### Strategic Objective: Reduce Crime & Repeat Victimisation

Indicator Name	Baseline 2018/19	Local Directional Target 2019/20	Oct - Dec 18	Current Position Oct - Dec 19	Year to Date 2019/20	Actual Diff.	% Diff
All Recorded Crime	11993	Reduce	3206	2982	9396	-224	-7.0
Residential Burglary	733	Reduce	205	206	588	1	0.5
Vehicle Crime	637	Reduce	157	129	609	-28	-17.8
Shoplifting	1961	Reduce	507	316	1147	-191	-37.7
Violence	3688	Reduce	1051	1004	3117	-47	-4.5
Repeat Cases of Domestic Violence – MARAC	48	Reduce	12	11	29	-1	-8

### Strategic Objective: Reduce the harm caused by Drugs and Alcohol

Indicator Name	Baseline 2018/19	Local Directional Target 2019/20	Oct - Dec 18	Current Position Oct - Dec 19	Year to Date 2019/20	Actual Diff.	% Diff
Number of substance misusers going into effective treatment – Opiate	659	3% increase	626	616	647	-10	-2
Proportion of substance misusers that successfully complete treatment - Opiate	6.8%	12%	5.3%	4.5%	4.5%	-	-0.8
Proportion of substance misusers who successfully complete treatment and represent back into treatment within 6 months of leaving treatment	26.5%	10%	20%	37.5%	37.5%	-	-

Strategic Objective: Create Confident, Cohesive and Safe Communities

Indicator Name	Baseline 2018/19	Local Directional Target 2019/20	Oct - Dec 18	Current Position Oct - Dec 19	Year to Date 2019/20	Actual Diff.	% Diff
Anti-social Behaviour Incidents reported to the Police	5546	Reduce	1185	895	3352	-290	-18
Deliberate Fires	627	Reduce	170	87	479	-83	-49
Criminal Damage to Dwellings	688	Reduce	210	195	502	-15	-7
Hate Incidents	144	Increase	33	28	98	-5	-15

Strategic Objective: Reduce Offending & Re-Offending

Indicator Name	Baseline 2018/19	Local Directional Target 2019/20	Oct - Dec 18	Current Position Oct - Dec 19	Year to Date 2019/20	Actual Diff.	% Diff
Re-offending rate of young offenders	Data not yet published	Reduce	Data not yet published	Data not yet published	Data not yet published		
First-Time Entrants to the Criminal Justice System	15	Reduce	7	9	17	2	29
Number of Troubled Families engaged with	1000	1000	1078	1323	1323		
Number of Troubled Families where results have been claimed	748	1000	656	1000	1913		

**Recorded Crime in Hartlepool July to September 2019****Victim-based crime**

Victim-based crime is all police-recorded crimes where there is a direct victim. This victim could be an individual, an organisation or corporate body. This category includes violent crimes directed at a particular individual or individuals, sexual offences, robbery, theft offences (including burglary and vehicle offences), criminal damage and arson.

<b>Publicly Reported Crime (Victim Based Crime)</b>				
<b>Crime Category/Type</b>	<b>Oct – Dec 2018</b>	<b>Oct - Dec 2019</b>	<b>Change</b>	<b>% Change</b>
<b>Violence against the person</b>	<b>1051</b>	<b>1004</b>	<b>-47</b>	<b>-4.5</b>
Homicide	1	0	-1	-100
Death or Injury Due to Driving	0	0	0	-
Violence with injury	255	236	-19	-7.5
Violence without injury	332	385	53	16.0
Stalking and Harassment	463	383	-80	17.3
<b>Sexual Offences</b>	<b>76</b>	<b>101</b>	<b>25</b>	<b>32.9</b>
Rape	38	31	-7	-18.4
Other Sexual Offences	38	70	32	84.2
<b>Robbery</b>	<b>23</b>	<b>25</b>	<b>2</b>	<b>8.7</b>
Business Robbery	5	8	3	60.0
Personal Robbery	18	17	-1	-5.6
<b>Acquisitive Crime</b>	<b>1237</b>	<b>992</b>	<b>-245</b>	<b>-19.8</b>
Burglary - Residential	205	206	1	0.5
Burglary – Business & Community	52	76	24	46.2
Bicycle Theft	31	30	-1	-3.2
Theft from the Person	11	12	1	9.1
Vehicle Crime (Inc Inter.)	157	129	28	-17.8
Shoplifting	507	316	-191	-37.7
Other Theft	274	223	-51	-18.6
<b>Criminal Damage &amp; Arson</b>	<b>456</b>	<b>435</b>	<b>-21</b>	<b>-4.6</b>
<b>Total</b>	<b>2843</b>	<b>2557</b>	<b>-286</b>	<b>-10.1</b>



**Other crimes against society**

These offences are all police-recorded crimes where there are no direct individual victims. This includes public disorder, drug offences, possession of weapons and other items, handling stolen goods and other miscellaneous offences committed against the state.

The rates for some crime types within this category could be increased by proactive police activity, for example searching people and finding them in possession of drugs or weapons.

<b>Police Generated Offences</b>				
<b>Crime Category/Type</b>	<b>Oct – Dec 2018</b>	<b>Oct - Dec 2019</b>	<b>Change</b>	<b>% Change</b>
<b>Public Disorder</b>	<b>177</b>	<b>243</b>	66	37.3
<b>Drug Offences</b>	<b>75</b>	<b>81</b>	6	8.0
Trafficking of drugs	18	24	6	33.3
Possession/Use of drugs	57	57	0	0.0
<b>Possession of Weapons</b>	<b>31</b>	<b>27</b>	-4	-12.9
<b>Misc. Crimes Against Society</b>	<b>80</b>	<b>74</b>	-6	-7.5
<b>Total Police Generated Crime</b>	<b>363</b>	<b>425</b>	62	17.1
<b>TOTAL RECORDED CRIME IN HARTLEPOOL</b>	<b>3206</b>	<b>2982</b>	-224	-7.0

**Recorded Crime in Cleveland October to December 2019**

Publicly Reported Crime (Victim Based Crime) October - December 2019										
Crime Category/Type	HARTLEPOOL		REDCAR		MIDDLESBROUGH		STOCKTON		CLEVELAND	
	Crime	Per 1,000 pop	Crime	Per 1,000 pop	Crime	Per 1,000 pop	Crime	Per 1,000 pop	Crime	Per 1,000 pop
<b>Violence against the person</b>	<b>1004</b>	<b>10.8</b>	<b>1097</b>	<b>8.0</b>	<b>1894</b>	<b>13.5</b>	<b>1743</b>	<b>8.8</b>	<b>5738</b>	<b>10.1</b>
Homicide	0	0.0	0	0.0	0	0.0	1	0.0	1	0.0
Death or injury due to driving	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
Violence with injury	236	2.5	282	2.1	482	3.4	426	2.2	1426	2.5
Violence without injury	385	4.1	380	2.8	807	5.7	677	3.4	2249	4.0
Stalking and harassment	383	4.1	435	3.2	605	4.3	639	3.2	2062	3.6
<b>Sexual Offences</b>	<b>101</b>	<b>1.1</b>	<b>85</b>	<b>0.6</b>	<b>141</b>	<b>1.0</b>	<b>166</b>	<b>0.8</b>	<b>493</b>	<b>0.9</b>
Rape	31	0.3	34	0.2	57	0.4	58	0.3	180	0.3
Other Sexual Offences	70	0.8	51	0.4	84	0.6	108	0.5	313	0.6
<b>Robbery</b>	<b>25</b>	<b>0.3</b>	<b>30</b>	<b>0.2</b>	<b>77</b>	<b>0.5</b>	<b>49</b>	<b>0.2</b>	<b>181</b>	<b>0.3</b>
Business Robbery	8	0.1	8	0.1	15	0.1	14	0.1	45	0.1
Personal Robbery	17	0.2	22	0.2	62	0.4	35	0.2	136	0.2
<b>Acquisitive Crime</b>	<b>992</b>	<b>10.6</b>	<b>1239</b>	<b>9.1</b>	<b>1978</b>	<b>14.1</b>	<b>1620</b>	<b>8.2</b>	<b>5829</b>	<b>10.3</b>
Burglary - Residential	206	2.2	166	1.2	341	2.4	291	1.5	1004	1.8
Burglary - Business and Community	76	0.8	85	0.6	120	0.9	67	0.3	348	0.6
Bicycle Theft	30	0.3	26	0.2	65	0.5	44	0.2	165	0.3
Theft from the Person	12	0.1	14	0.1	48	0.3	33	0.2	107	0.2
Vehicle Crime (Inc Inter.)	129	1.4	258	1.9	440	3.1	288	1.5	1115	2.0
Shoplifting	316	3.4	446	3.3	508	3.6	514	2.6	1784	3.1
Other Theft	223	2.4	244	1.8	456	3.2	383	1.9	1306	2.3
<b>Criminal Damage &amp; Arson</b>	<b>435</b>	<b>4.7</b>	<b>579</b>	<b>4.2</b>	<b>887</b>	<b>6.3</b>	<b>778</b>	<b>3.9</b>	<b>2679</b>	<b>4.7</b>
<b>Total</b>	<b>2557</b>	<b>27.4</b>	<b>3030</b>	<b>22.2</b>	<b>4977</b>	<b>35.4</b>	<b>4356</b>	<b>22.1</b>	<b>14920</b>	<b>26.3</b>

Police Generated Offences (Non-Victim Based Crime) October - December 2019										
Crime Category/Type	HARTLEPOOL		REDCAR		MIDDLESBROUGH		STOCKTON		CLEVELAND	
	Crime	Per 1,000 pop	Crime	Per 1,000 pop	Crime	Per 1,000 pop	Crime	Per 1,000 pop	Crime	Per 1,000 pop
Public Disorder	243	2.6	250	1.8	525	3.7	380	1.9	1398	2.5
Drug Offences	81	0.9	50	0.4	204	1.5	124	0.6	459	0.8
Trafficking of drugs	24	0.3	10	0.1	60	0.4	28	0.1	122	0.2
Possession/Use of drugs	57	0.6	40	0.3	144	1.0	96	0.5	337	0.6
Possession of Weapons	27	0.3	20	0.1	40	0.3	48	0.2	135	0.2
Misc. Crimes Against Society	74	0.8	100	0.7	141	1.0	134	0.7	449	0.8
Total Police Generated Crime	425	4.6	420	3.1	910	6.5	686	3.5	2441	4.3
TOTAL RECORDED CRIME	2982	32.0	3450	25.2	5887	41.9	5042	25.6	17361	30.6

**Anti-social Behaviour in Hartlepool October to December 2019**

Incident Category	Oct -Dec 18	Oct - Dec 19	Change	% Change
AS21 - Personal	331	176	-155	-46.8%
AS22 - Nuisance	832	702	-130	-15.6%
AS23 - Environmental	22	17	-5	-22.7%
<b>Total</b>	<b>1185</b>	<b>895</b>	<b>-290</b>	<b>-18%</b>

Incident Category	HARTLEPOOL		REDCAR		MIDDLESBROUGH		STOCKTON		CLEVELAND	
	ASB	Per 1,000 pop	ASB	Per 1,000 pop	ASB	Per 1,000 pop	ASB	Per 1,000 pop	ASB	Per 1,000 pop
AS21 - Personal	176	1.9	241	1.8	342	2.4	304	1.5	1063	1.9
AS22 - Nuisance	702	7.5	1127	8.2	1493	10.6	1362	6.9	4684	8.3
AS23 - Environmental	17	0.2	39	0.3	51	0.4	58	0.3	165	0.3
<b>Total</b>	<b>895</b>	<b>9.6</b>	<b>1407</b>	<b>10.3</b>	<b>1886</b>	<b>13.4</b>	<b>1724</b>	<b>8.7</b>	<b>5912</b>	<b>10.4</b>
<b>Quarterly Year on Year Comparison</b>	<b>Reduced by 18%</b>		<b>Reduced by 2%</b>		<b>Reduced by 26%</b>		<b>Reduced by 25%</b>		<b>Reduced by 21%</b>	



# SAFER HARTLEPOOL PARTNERSHIP

4<sup>th</sup> September 2020



**Report of:** Assistant Director (Environment and Neighbourhood Services)

**Subject:** SAFER HARTLEPOOL PARTNERSHIP PERFORMANCE

---

## 1. PURPOSE OF REPORT

- 1.1 For information. To provide an overview of Safer Hartlepool Partnership performance for Quarter 4 – January to March 2020 (inclusive).

## 2. BACKGROUND

- 2.1 The Community Safety Plan 2017-20 outlines the Safer Hartlepool Partnership strategic objectives, annual priorities and key performance indicators 2019/20.

## 3. PERFORMANCE REPORT

- 3.1 The report attached (**Appendix A**) provides an overview of Safer Hartlepool Partnership performance during Quarter 4, comparing current performance to the same time period in the previous year, where appropriate.
- 3.2 In line with reporting categories defined by the Office for National Statistics (ONS), recorded crime information is presented as:

**Victim-based crime** – All police-recorded crimes where there is a direct victim. This victim could be an individual, an organisation or corporate body. This category includes violent crimes directed at a particular individual or individuals, sexual offences, robbery, theft offences (including burglary and vehicle offences), criminal damage and arson.

**Other crimes against society** - All police-recorded crimes where there are no direct individual victims. This includes public disorder, drug offences, possession of weapons and other items, handling stolen goods and other miscellaneous offences committed against the state. The rates for some crime types within this category could be increased by proactive police activity, for

example searching people and finding them in possession of drugs or weapons.

#### 4. OTHER CONSIDERATIONS

Risk Implications	No relevant issues
Financial Considerations	No relevant issues
Legal Considerations	No relevant issues
Consultation	No relevant issues
Child/Family Poverty Considerations	No relevant issues
Equality and Diversity Considerations	No relevant issues
Section 17 of The Crime And Disorder Act 1998 Considerations	No relevant issues
Staff Considerations	No relevant issues
Asset Management Considerations	No relevant issues

#### 5. RECOMMENDATIONS

- 5.1 The Safer Hartlepool Partnership note and comment on performance in Quarter 4.

#### 6. REASONS FOR RECOMMENDATIONS

- 6.1 The Safer Hartlepool Partnership is responsible for overseeing the successful delivery of the Community Safety Plan 2017-20.

#### 7. BACKGROUND PAPERS

- 7.1 The following background papers were used in the preparation of this report:-

Safer Hartlepool Partnership – Community Safety Plan 2017-20

#### 8. CONTACT OFFICER

Tony Hanson  
 Assistant Director (Environment and Neighbourhood Services)  
 Hartlepool Borough Council  
 Regeneration and Neighbourhoods  
 Civic Centre  
 Level 3  
 Email: [tony.hanson@hartlepool.gov.uk](mailto:tony.hanson@hartlepool.gov.uk)  
 Tel: 01429 523400

Rachel Parker  
Community Safety Team Leader  
Hartlepool Borough Council  
Regeneration and Neighbourhoods  
Hartlepool Police Station  
Email: [Rachel.parker@hartlepool.gov.uk](mailto:Rachel.parker@hartlepool.gov.uk)  
Tel: 01429 523100





### Safer Hartlepool Performance Indicators Quarter 4 January - March 2020

#### Strategic Objective: Reduce Crime & Repeat Victimisation

Indicator Name	Baseline 2018/19	Local Directional Target 2019/20	Jan- Mar 19	Current Position Jan – Mar 20	Year to Date 2019/20	Actual Diff.	% Diff
All Recorded Crime	11993	Reduce	2955	2851	12256	-104	-3.5%
Residential Burglary	733	Reduce	176	179	767	3	1.7%
Vehicle Crime	637	Reduce	133	151	761	18	13.5%
Shoplifting	1961	Reduce	524	288	1435	-236	-45.0%
Local Violence	3688	Reduce	941	967	4088	26	2.8%
Repeat Cases of Domestic Violence – MARAC	40	Reduce	14	8	37	-6	-43%

#### Strategic Objective: Reduce the harm caused by Drugs and Alcohol

Indicator Name	Baseline 2018/19	Local Directional Target 2019/20	Jan- Mar 19	Current Position Jan-Mar 20	Year to Date 2019/20	Actual Diff.	% Diff
Number of substance misusers going into effective treatment – Opiate	659	3% increase	640	583	647	-57	-11%
Proportion of substance misusers that successfully complete treatment - Opiate	6.8%	12%	5.3%	3.3%	3.3%	-	-2%
Proportion of substance misusers who successfully complete treatment and represent back into treatment within 6 months of leaving treatment	26.5%	10%	20%	33.3%	3.3%	-	-

Strategic Objective: Create Confident, Cohesive and Safe Communities

Indicator Name	Baseline 2018/19	Local Directional Target 2019/20	Jan-Mar 19	Current Position Jan-Mar 20	Year to Date 2019/20	Actual Diff.	% Diff
Anti-social Behaviour Incidents reported to the Police	5546	Reduce	1102	951	4295	-151	-14%
Deliberate Fires	627	Reduce	158	127	606	-31	-20%
Criminal Damage to Dwellings	688	Reduce	180	188	690	8	4%
Hate Incidents	144	Increase	29	25	120	-4	-14%

Strategic Objective: Reduce Offending & Re-Offending

Indicator Name	Baseline 2018/19	Local Directional Target 2019/20	Jan-Mar 19	Current Position Jan-Mar 20	Year to Date 2019/20	Actual Diff.	% Diff
Re-offending rate of young offenders	Data not available	Reduce	Data not available	Data not available	Data not available		
First-Time Entrants to the Criminal Justice System	15	Reduce	5	1	18	-4	
Number of Troubled Families engaged with	362	1000	-	1371	1371		
Number of Troubled Families where results have been claimed	355	1000	-	1000	1000		

Recorded Crime in Hartlepool January - March 2020

The Office for National Statistics (ONS) has developed a new approach to presenting crime statistics to help ensure a clearer, more consistent picture on recorded crime for the public.

Previously, national organisations (i.e. ONS, HMIC, and the Home Office through the police.uk website) have taken slightly different approaches to the way that they categorise groups of crime types and to the labels they use to describe those categories.

Following a public consultation, a new crime “tree” (the crime types organised into a logic tree format, see link below) has been devised and this will now be used on the crime and policing comparator to present recorded crime and solved crime information.

**Victim-based crime**

All police-recorded crimes where there is a direct victim. This victim could be an individual, an organisation or corporate body. This category includes violent crimes directed at a particular individual or individuals, sexual offences, robbery, theft offences (including burglary and vehicle offences), criminal damage and arson.

<b>Publicly Reported Crime (Victim Based Crime)</b>				
<b>Crime Category/Type</b>	<b>Jan - Mar 19</b>	<b>Jan - Mar 20</b>	<b>Change</b>	<b>% Change</b>
<b>Violence against the person</b>	<b>941</b>	<b>967</b>	<b>26</b>	<b>2.8%</b>
Homicide	0	0	0	-
Death or Injury Due to Driving	0	0	0	-
Violence with injury	216	214	-2	-0.9%
Violence without injury	340	386	46	13.5%
Stalking and Harassment	385	367	-18	-4.7%
<b>Sexual Offences</b>	<b>76</b>	<b>78</b>	<b>2</b>	<b>2.6%</b>
Rape	35	25	-10	-28.6%
Other Sexual Offences	41	53	12	29.3%
<b>Robbery</b>	<b>26</b>	<b>18</b>	<b>-8</b>	<b>-30.8%</b>
Business Robbery	7	2	-5	-71.4%
Personal Robbery	19	16	-3	-15.8%
<b>Acquisitive Crime</b>	<b>1203</b>	<b>955</b>	<b>-248</b>	<b>-20.6%</b>
Burglary - Residential	176	179	3	1.7%
Burglary - Business & Community	66	52	-14	-21.2%
Bicycle Theft	33	35	2	6.1%
Theft from the Person	11	13	2	18.2%
Vehicle Crime (Inc Inter.)	133	151	18	13.5%
Shoplifting	524	288	-236	-45.0%
Other Theft	260	237	-23	-8.8%
<b>Criminal Damage &amp; Arson</b>	<b>377</b>	<b>458</b>	<b>81</b>	<b>21.5%</b>
<b>Total</b>	<b>2623</b>	<b>2476</b>	<b>-147</b>	<b>-5.6%</b>

**Other crimes against society**

All police-recorded crimes where there are no direct individual victims. This includes public disorder, drug offences, possession of weapons and other items, handling stolen goods and other miscellaneous offences committed against the state.

The rates for some crime types within this category could be increased by proactive police activity, for example searching people and finding them in possession of drugs or weapons.

Police Generated Offences				
Crime Category/Type	Jan - Mar 19	Jan - Mar 20	Change	% Change
Public Disorder	158	196	38	24.1%
Drug Offences	63	89	26	41.3%
Trafficking of drugs	16	27	11	68.8%
Possession/Use of drugs	47	62	15	31.9%
Possession of Weapons	30	22	-8	-26.7%
Misc. Crimes Against Society	81	68	-13	-16.0%
Total Police Generated Crime	332	375	43	13.0%
TOTAL RECORDED CRIME IN HARTLEPOOL	2955	2851	-104	-3.5%

**Recorded Crime in Cleveland January to March 2020**

Publicly Reported Crime (Victim Based Crime) January - March 2020										
Crime Category/Type	HARTLEPOOL		REDCAR		MIDDLESBROUGH		STOCKTON		CLEVELAND	
	Crime	Per 1,000 pop	Crime	Per 1,000 pop	Crime	Per 1,000 pop	Crime	Per 1,000 pop	Crime	Per 1,000 pop
<b>Violence against the person</b>	<b>967</b>	<b>10.3</b>	<b>1097</b>	<b>8.0</b>	<b>1892</b>	<b>13.4</b>	<b>1719</b>	<b>8.7</b>	<b>5675</b>	<b>10.0</b>
Homicide	0	0.0	2	0.0	1	0.0	2	0.0	5	0.0
Death or injury due to driving	0	0.0	1	0.0	0	0.0	0	0.0	1	0.0
Violence with injury	214	2.3	247	1.8	443	3.1	396	2.0	1300	2.3
Violence without injury	386	4.1	388	2.8	786	5.6	708	3.6	2268	4.0
Stalking and harassment	367	3.9	459	3.3	662	4.7	613	3.1	2101	3.7
<b>Sexual Offences</b>	<b>78</b>	<b>0.8</b>	<b>77</b>	<b>0.6</b>	<b>150</b>	<b>1.1</b>	<b>112</b>	<b>0.6</b>	<b>417</b>	<b>0.7</b>
Rape	25	0.3	23	0.2	65	0.5	37	0.2	150	0.3
Other Sexual Offences	53	0.6	54	0.4	85	0.6	75	0.4	267	0.5
<b>Robbery</b>	<b>18</b>	<b>0.2</b>	<b>27</b>	<b>0.2</b>	<b>69</b>	<b>0.5</b>	<b>52</b>	<b>0.3</b>	<b>166</b>	<b>0.3</b>
Business Robbery	2	0.0	2	0.0	8	0.1	7	0.0	19	0.0
Personal Robbery	16	0.2	25	0.2	61	0.4	45	0.2	147	0.3
<b>Acquisitive Crime</b>	<b>955</b>	<b>10.2</b>	<b>1158</b>	<b>8.4</b>	<b>1793</b>	<b>12.7</b>	<b>1394</b>	<b>7.1</b>	<b>5300</b>	<b>9.3</b>
Burglary - Residential	179	1.9	207	1.5	346	2.5	275	1.4	1007	1.8
Burglary - Business and Community	52	0.6	87	0.6	113	0.8	75	0.4	327	0.6
Bicycle Theft	35	0.4	14	0.1	54	0.4	26	0.1	129	0.2
Theft from the Person	13	0.1	11	0.1	44	0.3	20	0.1	88	0.2
Vehicle Crime (Inc Inter.)	151	1.6	218	1.6	359	2.5	165	0.8	893	1.6
Shoplifting	288	3.1	378	2.8	459	3.3	404	2.0	1529	2.7
Other Theft	237	2.5	243	1.8	418	3.0	429	2.2	1327	2.3
<b>Criminal Damage &amp; Arson</b>	<b>458</b>	<b>4.9</b>	<b>530</b>	<b>3.9</b>	<b>812</b>	<b>5.8</b>	<b>687</b>	<b>3.5</b>	<b>2487</b>	<b>4.4</b>
<b>Total</b>	<b>2476</b>	<b>26.4</b>	<b>2889</b>	<b>21.1</b>	<b>4716</b>	<b>33.5</b>	<b>3964</b>	<b>20.1</b>	<b>14045</b>	<b>24.7</b>

Police Generated Offences (Non-Victim Based Crime) January - March 2020										
Crime Category/Type	HARTLEPOOL		REDCAR		MIDDLESBROUGH		STOCKTON		CLEVELAND	
	Crime	Per 1,000 pop	Crime	Per 1,000 pop	Crime	Per 1,000 pop	Crime	Per 1,000 pop	Crime	Per 1,000 pop
Public Disorder	196	2.1	257	1.9	507	3.6	399	2.0	1359	2.4
Drug Offences	89	1.0	70	0.5	171	1.2	146	0.7	476	0.8
Trafficking of drugs	27	0.3	9	0.1	36	0.3	37	0.2	109	0.2
Possession/Use of drugs	62	0.7	61	0.4	135	1.0	109	0.6	367	0.6
Possession of Weapons	22	0.2	30	0.2	54	0.4	47	0.2	153	0.3
Misc. Crimes Against Society	68	0.7	76	0.6	141	1.0	128	0.6	413	0.7
Total Police Generated Crime	375	4.0	433	3.2	873	6.2	720	3.6	2401	4.2
TOTAL RECORDED CRIME	2851	30.4	3322	24.2	5589	39.6	4684	23.7	16446	28.9

**Anti-social Behaviour in Hartlepool January to March 2020**

Incident Category	Jan - Mar 19	Jan - Mar 20	Change	% Change
AS21 - Personal	315	169	-146	-46.3%
AS22 - Nuisance	772	748	-24	-3.1%
AS23 - Environmental	15	34	19	126.7%
<b>Total</b>	<b>1102</b>	<b>951</b>	<b>-151</b>	<b>-14%</b>

**Anti-social Behaviour in Cleveland January to March 2020**

Incident Category	HARTLEPOOL		REDCAR		MIDDLESBROUGH		STOCKTON		CLEVELAND	
	ASB	Per 1,000 pop	ASB	Per 1,000 pop	ASB	Per 1,000 pop	ASB	Per 1,000 pop	ASB	Per 1,000 pop
AS21 - Personal	169	1.8	172	1.3	263	1.9	264	1.3	868	1.5
AS22 - Nuisance	748	8.0	973	7.1	1349	9.6	1221	6.2	4291	7.5
AS23 - Environmental	34	0.4	47	0.3	45	0.3	50	0.3	176	0.3
<b>Total</b>	<b>951</b>	<b>10.2</b>	<b>1192</b>	<b>8.7</b>	<b>1657</b>	<b>11.8</b>	<b>1535</b>	<b>7.8</b>	<b>5335</b>	<b>9.4</b>
<b>Quarterly Year on Year Comparison</b>	<b>Reduced by 14%</b>		<b>Reduced by 18%</b>		<b>Reduced by 32%</b>		<b>Reduced by 32%</b>		<b>Reduced by 26%</b>	