

# Redcar & Cleveland Policing Summary 2011-12

Redcar, Marske  
& Saltburn  
Edition

[www.clevelandpa.org.uk](http://www.clevelandpa.org.uk) [www.cleveland.police.uk](http://www.cleveland.police.uk)



## A message from your District Commander

Superintendent Chris Sadler

**In 2011-12 we will build on the successes that we have had in reducing crime, working in partnership and keeping you safe. I have had to make some significant cuts to budgets and look at different ways to police the borough which reflect these frugal times.**

This has been done whilst developing our services to meet local need. In our consultation with the public the wish for locally based policing comes to the fore. I have listened to what you have said. In response to this I will ensure that we will have 24 hour response units based in all three of our local authority neighbourhood areas. We are developing the opening hours

of our smaller stations to meet local need and to make your police service more accessible to you. We will be maintaining our commitment to foot based neighbourhood officers and each ward will have a minimum of one Police Constable and one Police Community Support Officer.

The large crime reductions in Redcar & Cleveland have not been achieved by the police alone but in true partnership with other agencies and of course you the public. There is little doubt that the impact of reducing budgets across the public sector will be significant. The reality will be upward pressures on crime and demand at a time of reducing resources. This means that we, and our partners, will have to

deliver more with less across the board. Here in Redcar & Cleveland we are a close community and we will be continuing to work together. I feel that there is a strong sense of optimism and the great news that our steel making heritage is to continue and to develop is a symbol of what we can achieve together.

Redcar & Cleveland is a safe place in which to live, work and raise a family. As a resident of the borough I feel proud of our community and what we have achieved together. I would ask that you join with me in celebrating our successes and continuing to build a safe, prosperous borough where the police are part of the community and the community part of the police.

## Putting People First Commitment

### People

Clear standards of expected service and conduct will ensure that we treat everyone fairly, with dignity and respect and that we provide you with the best possible service. We will provide our staff with inspirational leadership and a clear vision and purpose in policing.

### Professionalism

We will respond promptly when you contact us and let you know what you can expect from us. We will be highly visible and keep you informed of what is happening. We will invest in the development of our staff, their training, skills and equipment, to ensure that we meet the challenges of the future. We will ensure efficient and effective use of our people and the public's money.

### Problem Solving

We will find long-term solutions to difficulties in your neighbourhood, with a focus upon identifying and tackling the root causes through developing the problem solving and partnership working skills of our staff. We will respond promptly if you are dissatisfied in any way with our service.

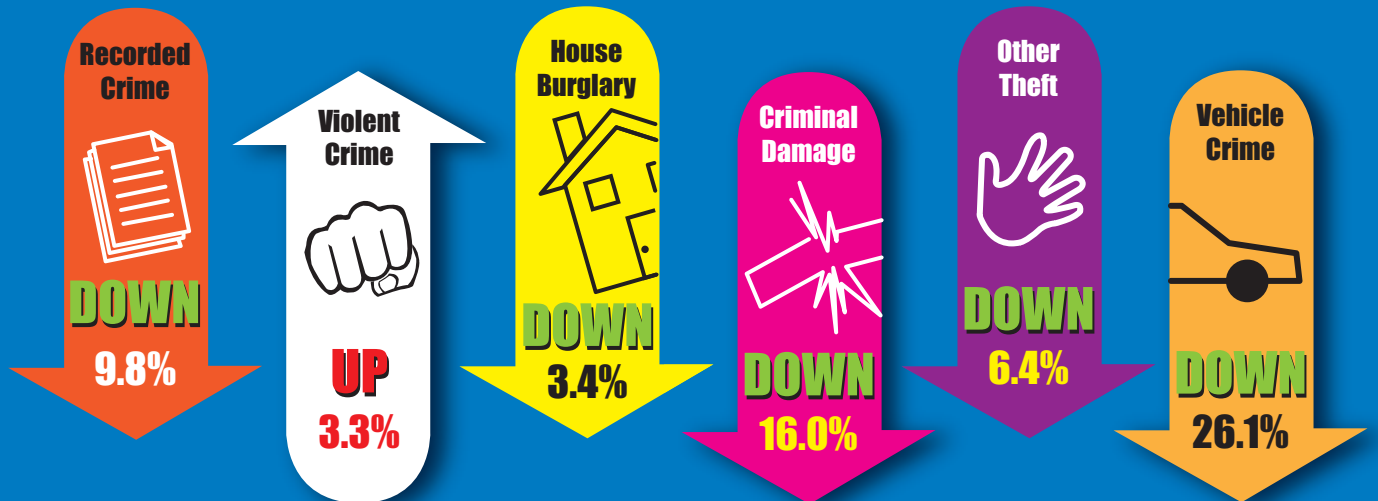
### Partnerships

We will work with you and our partner agencies, through our highly skilled neighbourhood policing teams, holding regular meetings and listening to your needs to make our neighbourhoods safer places.



**Covering Wards - Coatham - Newcomen - Kirkleatham - Dormanstown - West Dyke - Zetland - Saltburn - Longbeck - St.Germains**

# Redcar & Cleveland Performance Results 2010-11



**Operation Quest** targets those people causing antisocial behaviour and damage in the coastal area. This operation is led by the Neighbourhood Team and involves the support of the Local Authority Antisocial Behaviour Officers and Community Protection Officers. Particular attention is being given to repeat victims and increased attention is also being given to off-licences to ensure that alcohol is not getting into the hands of young people.

**Operation Scrooge**, over the past three years, has brought retail crime down by 50%. Working in partnership with retailers, Redcar Business Against Crime and the local authority, the initiative was carried out in November and December 2010 to tackle retail theft in Redcar town Centre on the run up to Christmas

**Operation Tornado** saw a total of 111 people arrested, during a week long crackdown on issues around crime and justice in January. A range of operations and initiatives took place during the week in all four Districts, supported by the Force's Specialist Operations and Communications, Community Justice and Crime Operations Departments.

These included targeting people wanted on warrant, the transportation of stolen metal, under-age drinking, drugs warrants, retail crime, domestic abuse, speed enforcement, neighbourhood patrols, witness care, burglary initiatives, crime and antisocial behaviour, reassurance visits to repeat callers of antisocial behaviour, licensing, off road motorcycles and initiatives around the night-time economy.

The Chief Constable of Cleveland Police Sean Price said: "Many of these operations were mounted in direct response to concerns raised by members of the public – this is what Putting People First is all about.

"Operation Tornado has seen Cleveland Police work with our partners to tackle issues that really matter to communities. I would like to thank everyone involved for their hard work and dedication in making this a truly successful week of action. Despite the uncertain financial future, I am determined that initiatives like this will continue in order to benefit people living and working in Cleveland."

## Useful Numbers

### Redcar & Cleveland Police

Cleveland Police Non-emergency Number **01642 326326**

Neighbourhood Policing Team **01642 302929**

Crime Prevention Officer **01642 302628**

Neighbourhood Watch Coordinator **01642 302629**

Cleveland Police Authority Consultation Officer **01642 301446**

Volunteers **01642 301784**

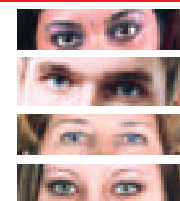
### Partners

Council Antisocial Behaviour Team **01642 126126**

Community Safety Partnership Manager **01642 302760**

Redcar and Cleveland Partnerships **01642 444018**

## Raped or Sexually Assaulted



**Don't suffer in silence.**

There may be more options than you think, even if you decide not to go to the police

**Helen Britton House** is the **SARC** (Sexual Assault Referral Centre), for Teesside.

Contact us 24/7 confidentially on **01642 516 888**

[www.helenbrittonhouse.co.uk](http://www.helenbrittonhouse.co.uk)



Support Line 0845 30 30 900



# 10

## Good Reasons to Have Confidence in Cleveland Police

[www.cleveland.police.uk](http://www.cleveland.police.uk)



POLICE

POLICE

POLICE

POLICE

POLICE



We're driving crime down. Its down by 9.0% on last year.



You can rely on us to help quickly. We answer 98% of all 999 calls in less than 10 seconds.



We listen to you. Our Facebook and Twitter pages have over 1,000 followers.



There has been a decrease in vehicle crime of 19.1%.



We're making our roads safer. During December, 65 drivers were arrested after providing positive breath tests.



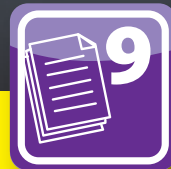
Her Majesty's Inspectorate of Constabulary considered us to be 'one of the top performing authorities'.



We're working with partners to build on our strengths and develop initiatives.



We're tackling criminal damage which is down by 17.8%.



We're promoting equality and fairness. Our help-lines and web pages offer support and advice to minority groups.



We continue to put people first and deliver an excellent service to you.

## Listening to you

The Local Public Confidence Survey helps us to understand what can be done to improve and successfully deliver future policing services to all neighbourhoods within the Force area.

Between April and December 2010, telephone interviews were carried out amongst a random selection of 1,800 residents from across the Force area. Of those we spoke to in Redcar & Cleveland:

69.6%

say that they think the local police do a 'good' or 'excellent' job

85.3%

say they are confident in their local police

75.3%

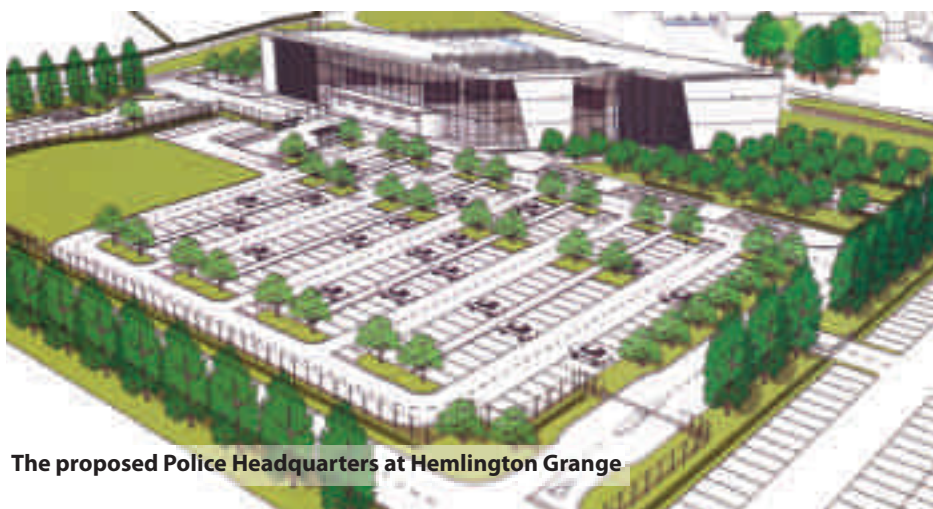
think the police and local council are dealing with crime and anti-social behaviour

# Authority set to move forward with plans for new Force Headquarters

**M**odern policing requires modern buildings and facilities. Police headquarters at Ladgate Lane in Middlesbrough was not originally built for police purposes, it is costly to maintain and is simply too big for our future requirements. After examining a number of potential sites over recent years, the Authority and Force have now earmarked Hemlington Grange in Middlesbrough as the best option and, if the plans go ahead, the new building could be ready for use by 2013. The proposal is to sell the existing land at Ladgate Lane for residential purposes, with the proceeds funding the cost of acquiring the new site and constructing the new building. The proposed site occupies 3.1 hectares on a corner plot located to the north-west of Hemlington Grange on Stainton Way. With a compact footprint, it will offer a high degree of visibility and will be a gateway

building to this new mixed use development. We are liaising with Middlesbrough Council to ensure that the development does not conflict with other proposed uses in the Hemlington Grange master plan which is currently being reviewed and updated. A full Planning

Application for the relocation of HQ from Ladgate Lane to Hemlington Grange and an outline planning application for residential housing for the Ladgate Lane site was submitted 9<sup>th</sup> February 2011. It is anticipated that planning permission will be decided in spring 2011.



The proposed Police Headquarters at Hemlington Grange

## Cleveland leads the way as partnership comes into operation

The most significant and wide ranging partnership agreement between Cleveland Police Authority and a major business service organisation – Steria, came into operation on 1 October 2010. The £175 million ten year contract will cover support services including information technology, call handling, criminal justice and business services including finance, human resources and procurement. Their expertise and specialist skills in ICT solutions and business change will help protect front-line policing and will make a direct and positive impact on the local community of Cleveland, improving our

service, generating more jobs for local people and yielding cost savings of £50m over the 10 year period.

Major points of the partnership include:

- A guarantee of no compulsory redundancies within the 10 year contract, protecting current terms, conditions and pension rights for all staff transferring – in total around 470.
- A commitment that the 999 calls will remain within the Cleveland Police headquarters Control Room. Steria will set up a Shared Services Centre at Stockton which will house business services staff.
- Giving police officers access to back-office systems and processes through mobile devices

as part of the roll-out of mobile working and project CUPID (Cleveland Universal Police Information Device).

- The recruitment of volunteers within the Force Control Room to support the call-back initiative.

The Force is the first in the UK to adopt a call-back initiative giving customers the opportunity to feedback information on the level of services they have received from officers and staff. Staff and volunteers will ask on average 100 members of the public each day for their views on the service they have received.



## COMMUNITY PAYBACK

Community Payback started in 2003 and makes offenders pay the community back for the crimes they have committed. Convicted offenders are required, as punishment, to carry out unpaid, supervised and demanding work to give something back to the local communities for the wrong they have done as an alternative to going to prison. Anyone can nominate a local project or vote for the project that you wish to see benefit from unpaid labour.

Community Payback projects and tasks in your area include:

- Redecoration of Church Hall at the United Reform Church, Redcar
- Thinning of overgrown shrubbery at Dormanstown recreation ground and Foxrush Farm, Dormanstown
- Repairs to footpath, planting of wildflower meadow and deep litter pick at Greystones community forest.

[community.payback@teesside.probation.gsi.gov.uk](mailto:community.payback@teesside.probation.gsi.gov.uk)

# A message from Cleveland Police Authority



Each year we produce an updated policing plan setting out our priorities. This time we are facing a very different outlook than past years. The most significant difference is of course the financial challenges faced by all parts of the public sector. The implications for Cleveland are stark – over the next two years we face a real terms reduction of £17 million in central government funding. The Police Authority and the Force are committed to ‘move heaven and earth’ to maintain the standards which have delivered major reductions in crime over recent years ... and seen one of the highest public confidence levels in the country.

The second major challenge we face is the proposals being put forward by the Coalition Government for major administrative changes in the way the police service is being run. Under the Police Reform and Social Responsibilities Bill it is proposed Police Authorities will be replaced in 2012 by elected Police and Crime Commissioners.

As an Authority we are united in our belief that these proposals will not assist in the delivery of an improved policing service for the people of Cleveland – and at a time when resources must be concentrated on protecting front-line services, the cost and upheaval of implementing the proposed changes cannot be justified.



‘Your Force Your Voice’ was the theme of a series of roadshows during Summer 2010 held by Cleveland Police Authority, aimed at giving members of the public the chance to give their views on how the local police service should be developed in the future.

The events staged at Ridewell in Stockton, the Mela and the Cleveland Show in Middlesbrough, asked people what they thought of the services currently provided and how savings could be made as the Force and Authority face spending cuts on future budgets.

**‘The Authority has pledged to do everything possible to maintain the front-line services which protect people on their streets and in their homes.’**

Neighbourhood policing and responding to emergencies were identified as the two most important parts of the police service which the public value the most. The Authority has pledged to do everything possible to maintain the front-line services which protect people on their streets and in their homes. Delivering this objective will involve significant changes across all parts of our operation – we have already begun making those changes, for example through our agreement with private sector partners for delivering back office and support services. This also means we have been able to release police officers from back office functions, which saves money.

We want to ensure that your voice is heard and that we listen and take your views on board. We will be coming to an event near you again during summer 2011. For more information on any of our consultation activities telephone our Consultation Officer on 01642 301446.

## CLEVELAND POLICE AUTHORITY PERFORMS WELL

According to an independent report released by the Audit Commission and Her Majesty’s Inspectorate of Constabulary (September 2010), Cleveland Police Authority “provides strong and visible leadership and works well with the force.” It listens to local communities and ensures their concerns are given equal weight with regional and national objectives in setting the Force’s priorities and targets. This has helped Cleveland Police to become one of the top performing forces in the country over the past few years.’

### Cleveland Police Authority mystery shops Policing Services

The Chief Constable’s Putting People First Commitment focuses upon our promise to deliver the best possible customer service to the people of Cleveland. Cleveland Police Authority oversee the Force’s progress on the implementation of the Putting People First Commitment using a team of volunteer ‘Mystery Shoppers’.

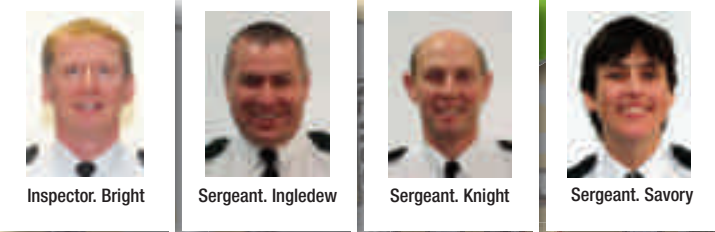
The Mystery Shoppers conduct checks on police stations, public meetings, the Force website and the Neighbourhood Policing Single Point of Contact phone number **01642 302929**.

They check that our officers and staff are providing the level of service that we would expect and that they are listening to local people to ensure that we are dealing with the problems that matter most to you.





**Your Neighbourhood Team**



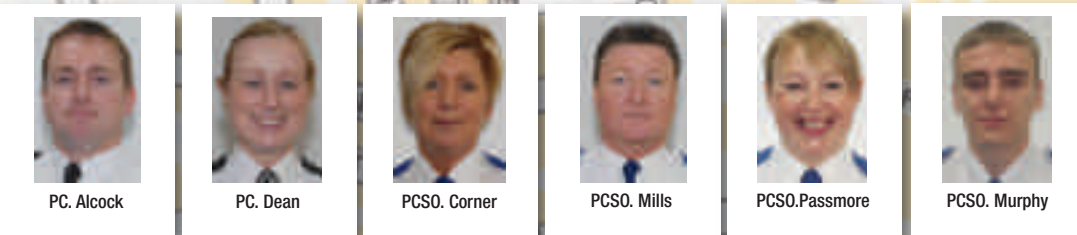
Inspector. Bright

Sergeant. Ingledew

Sergeant. Knight

Sergeant. Savory

**Coatham**



PC. Alcock

PC. Dean

PCSO. Corner

PCSO. Mills

PCSO. Passmore

PCSO. Murphy

**Kirkleatham**



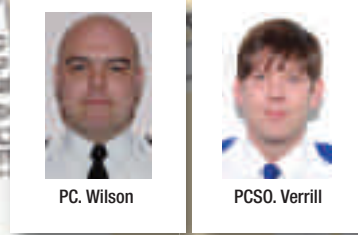
PC. Wright

PC. Cockerill

PCSO. Willingham

PCSO. Brogan

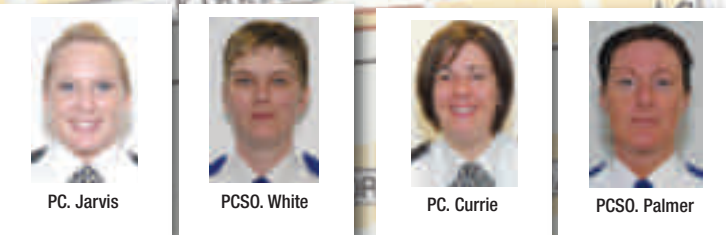
**Newcomen**



PC. Wilson

PCSO. Verrill

**West Dyke**



PC. Jarvis

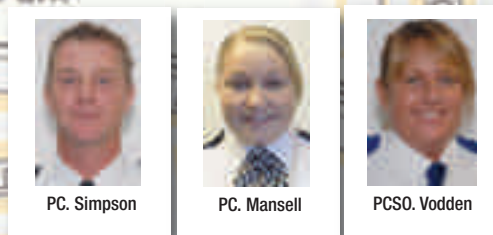
PCSO. White

PC. Currie

PCSO. Palmer

**Zetland**

**Dormanstown**

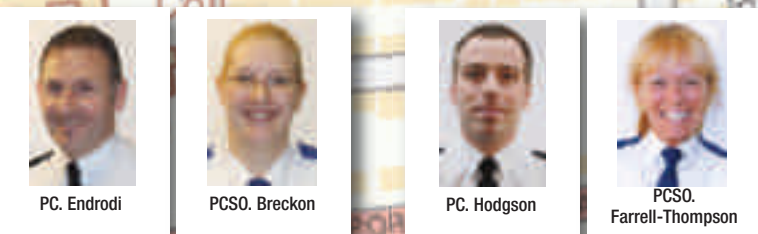


PC. Simpson

PC. Mansell

PCSO. Vodden

**Longbeck**



PC. Endrodi

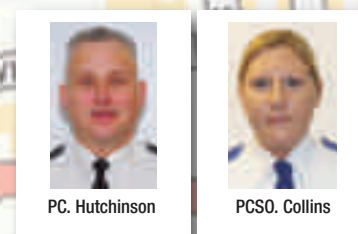
PCSO. Breckon

PC. Hodgson

PCSO. Farrell-Thompson

**St. Germain's**

**Saltburn**



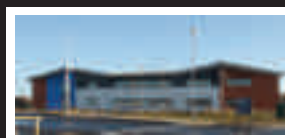
PC. Hutchinson

PCSO. Collins

© Crown copyright. All rights reserved Cleveland Police PA 100021138 2010

Neighbourhood Policing  
**01642 302929**  
Dial 999 in an Emergency

Your nearest police station



Redcar & Cleveland H.Q.  
Troisdorf Way, Redcar  
TS10 5AP



Redcar Police Station  
Lord Street  
TS10 3JP



Saltburn Police Station  
Windsor Road  
TS12 1AX