



## RESPONSE BY THE PCC TO HMIC INSPECTIONS OF CLEVELAND POLICE

### INSPECTION DETAILS

Title of Inspection

**Core Business - An inspection of Crime Prevention, Police Attendance and Use of Police Time**

Date Inspection Published

**4 September 2014**

Type of Inspection:

- Cleveland Specific  
 Follow Up  
 Partner Inspection

- National  
 Thematic

Is Cleveland Police quoted in the Report?

Yes

No

### EXECUTIVE SUMMARY

Between January and April 2014, HMIC carried out inspection fieldwork across all 43 forces in England and Wales. This inspection, called 'Making best use of police time' (now known as 'Core business: An inspection of crime prevention, police attendance and use of police time') assessed three areas of police work being:

- how well forces are preventing crime and anti-social behaviour;
- how forces respond to reports of crime, including investigating crime and bringing offenders to justice; and
- how well forces are freeing up the time of their staff so they can focus on core policing functions.

In conducting this inspection, HMIC gathered evidence through:

- the identification, examination and assessment of primary documents from forces, including policies, guidance and plans and other documentation relevant to the areas under scrutiny;
- interviews with people experienced in these areas of activity and police officers and staff within each of the 43 forces of England and Wales;
- an in-force reality-testing programme within each of the 43 forces of England and Wales, to examine, check and validate documentation, procedures and practices;
- liaison with ACPO, APCC and the HMIC Reference Group;
- liaison with relevant professionals and specialists in particular areas of police business, such as the Technical Advisory Group; and

- a public survey and a number of focus groups (conducted by independent companies) about public expectations of police attendance and preventive policing activity.

## **Findings**

Although the resulting report was national, HMIC Roger Baker wrote to Police & Crime Commissioners with the findings that specifically relate to their force. The findings for Cleveland Police are outlined below under the relevant headings of inspection.

### **Preventing Crime**

- “Although the inspection found references to crime reduction and prevention in some of the force’s plans and documents, there is no overarching crime prevention strategy. This would provide greater clarity to officers, staff and the public, of the importance to the force of preventing crime and anti-social behaviour and how it will be achieved.
- HMIC found some good examples of where the force has undertaken long-term crime prevention initiatives. In addition, HMIC found that the daily management meetings in the force were being used well to focus staff towards crime prevention activity.
- The force has an electronic database that is updated with information that helps officers and staff prevent crime in neighbourhoods. We found clear evidence that this is used regularly and consistently to record activity to resolve and prevent community issues. The inspection also identified that some evaluation and sharing of good practice takes place.
- Although the force has provided some training to officers and staff, formal crime prevention training has not been delivered to staff who frequently deal with victims of crime and anti-social behaviour. HMIC believes that by providing training, the force would be able to make the most of opportunities to prevent future crimes and provide a better quality service to the public.
- There is proactive use of Automatic Number Plate Recognition (ANPR) and the intelligence it produces as a preventative tool. The Force acknowledges issues around resilience in the provision and maintenance of the ANPR system and this is being strengthened by the up-skilling of existing staff.”

### **Crime Recording and Attendance**

- “Crime is recorded by the force, initially through creating an incident on the command and control system and then subsequently entering the details onto the crime recording system. The force has systems in place to identify how many crimes that it attends.
- The force is clear about how it will respond to calls for service from the public. It is one of the few forces that have a policy requiring officers to attend all reports of crimes and incidents.
- During discussions and observations in the force’s call-handling centre, the inspection team identified that the force has clear policies and procedures to enable it to consistently identify vulnerable and repeat victims of crime and anti-social behaviour. This could be further improved by increased access to crime and intelligence IT systems.

- During the inspection, HMIC reviewed a number of crime investigations, including reports of crimes that were not attended. HMIC found that, in general, there was clear evidence of officers recording updates of the progress of the investigation and supervisory oversight.
- HMIC found that the Integrated Offender Management scheme, in place to manage those offenders likely to cause most harm to the communities, to be well managed. There are regular meetings with key partners and a structured approach is used to identify and assess risk.
- The force was able to provide HMIC with the number of named suspects that are yet to be arrested or interviewed, as well as those who had failed to answer police bail. The inspection team found that the force has clear, robust arrangements to manage its outstanding named suspects and offenders.
- A small sample of named suspect files, including those circulated as wanted on the police national computer, provided clear evidence that activity had been documented and properly supervised in a number of cases.
- A mapping system is used by dispatchers to identify the most appropriate resources for deployment to incidents.
- There are good checking systems in place to monitor the quality of service provided to the public when they contact the force.
- The response and deployment policy is currently under review.”

### **Freeing Up Time**

- “HMIC identified that the force is taking steps to build up a more sophisticated understanding of demand and how its resources are distributed. This includes analysis of different types of incidents and policing activity.
- The force has carried out some work with other agencies to identify and address those tasks that are not the sole responsibility of the police.
- The inspection found that there is a clear structure to assist supervisors in assessing the workload and performance of front-line officers and staff.
- The force is not able to identify the amount of savings in staff time that has been made as a result of changes introduced or as a result of new technology it has implemented. The force has work ongoing to try and determine the amount of staff time saved.
- HMIC identified that the force has made a clear investment in the use of mobile devices, (such as tablets and mobile phones) to enable officers to access force systems while on patrol.”

## **FORCE RESPONSE TO FINDINGS**

Comment by Deputy Chief Constable of Cleveland Police Iain Spittal:

"We are working our way through the national recommendations for all forces, as well as the specific areas for improvement that were outlined for Cleveland. I am pleased that HMIC also highlighted that there are many areas of good practice in the force, including long-term crime prevention initiatives, use of an electronic database to help prevent crime in neighbourhoods, proactive use of the Automatic Number Plate Recognition (ANPR) system. The report also highlighted that we have a good process in place to manage offenders, as well as good checking systems to monitor the quality of service we deliver to the public.

We are currently developing a much more detailed understanding of "demand" across the force area, in order that we can become more effective into the future and we have also invested in new technology to enable officers to access force systems while they are on patrol, when completed this will save officer and staff time.

Overall I'm reassured by HMIC's opinion of Cleveland Police, we are not complacent and recognise that we will need to continue to develop and improve the services we deliver to our communities in order to protect them from harm."

## **PCC RESPONSE TO FINDINGS**

Comment by the Police & Crime Commissioner, Barry Copping:

"One of the most important things is that Cleveland Police provides an efficient and effective service to the communities in Cleveland.

While there are some areas for improvement both at a local and national level, I'm aware that the Force has taken steps to start addressing the issues and it is certainly moving in the right direction."