



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

### INSPECTION DETAILS

Title of Inspection

**PEEL: PCC HMICFRS Response - CDI Inspection Aug 18**

Date Inspection Published

7 August 2018

Type of Inspection:

Cleveland Specific

National

Follow Up

Thematic

Partner Inspection

Is Cleveland Police quoted in the Report?

Yes

No

### EXECUTIVE SUMMARY OF REPORT

Since the HMICFRS report into crime-recording arrangements in 2014 it was noted that the Force had made some improvements which were as follows:

- Improved crime audit function
- Introduced an incident and crime management team (ICMT)
- Reduced the number of dedicated decision makers (DDMs) to one, thus providing more consistency to crime cancellation decisions; and
- Made good progress against the action plan and recommendations set out in the 2014 report.

The report also highlighted that the force crime registrar (FCR) had completed a national College of Policing course for FCRs and was fully accredited for the role, supported by a small team of Quality Assurance and Audit Officers who were empowered to make decisions on their behalf.

However, despite the advances the Force's compliance with national crime recording standards is unacceptable in the following areas:

- The Force is currently under-recording violent crimes
- The process for identifying domestic violence incidents as crimes and assessing the correct closure of such incidents within the force control room does not support accurate crime recording
- The force is not recording crimes within the 24 hours permitted
- The force must improve the extent to which it collects information regarding the effect of criminality on identifiable groups within communities. In particular groups with identifiable protected characteristics (eg gender, sexuality or ethnicity)

It was noted that the failings were a consequence of officers and staff not always understanding their responsibilities for crime recording, compounded by deficiencies in the process for crime recording within the force and inconsistent and limited supervision of crime-recording decisions.

Recommendations were made to be completed by three and six months.

Within the report were the following gradings

**How effective is the force at recording reported crime?**

Inadequate - Overall crime-recording rate – 83.4% of reported crimes were recorded

**How efficiently do the systems and processes in the force support accurate crime recording?**

Good

**How well does the force demonstrate the leadership and culture necessary to meet the national standards for crime recording?**

Good

In conclusion it was noted that the Force had made some progress since the 2014 inspection but improvements must be made to the recording accuracy for victims of violent crime and victims of domestic abuse crime.

The strong leadership and positive approach amongst officers and staff towards victims of crime was welcomed, and some of the systems and processes used to ensure good crime-recording decisions were taken were commended. However more needed to be done if the gaps in the force's crime-recording arrangements identified were to be overcome.

## **FORCE RESPONSE TO RECOMMENDATIONS**

Deputy Chief Constable Simon Nickless said: "The report grades us as good for culture and leadership and good for the efficiency of our crime recording systems. Whilst all calls to our control room are recorded and assessed, we recognise that we need to improve. Since 2017, when this inspection took place, we have already implemented changes and will continue to do so to ensure we provide the best possible service for communities in Cleveland."

The Force also wrote to partners and stakeholders with details of the Force Improvement Plan.

## **PCC RESPONSE TO INSPECTION**

Comment by the PCC:

**In response to a report into crime integrity data by HM Inspectorate of Constabulary (HMICFRS), Police and Crime Commissioner for Cleveland, Barry Coppinger, said:**

HMICFRS has clearly identified that certain crimes are not being recorded properly, both here in Cleveland and at many other forces across the country.

This is a national problem and it is so important we get it right, so victims get the appropriate support from the moment they make a report to the police.

Since the inspection was completed in October 2017, a number of actions have been taken to improve the way the force process and record reports of crime. I am confident that if they were inspected today the grading would not be the same.

The force has reported significant increases in recorded domestic abuse crime, particularly in the category of stalking and harassment. We have also seen an increase in the number of domestic abuse incidents opened

with a crime code – both indicators that change is happening.

There were also many positives in the report worth mentioning. Cleveland has been graded as good for leadership and for the efficiency of our crime recording systems.

With more than half of the forces inspected rated as inadequate, I would suggest that there is a national piece of work needed to address the issue across the country.

I am pleased that HMI Matt Parr's report concludes that he is confident that Cleveland has the right team in place to respond to the recommendations and make changes for the better.

Meanwhile, I have put in place a scrutiny programme to hold the force to account on this issue. I have questions for the force about how this many crimes were allowed to go unreported and how quickly they can implement the recommendations made by HMICFRS."

**Force Improvement Plan** - This is a whole Force approach and many of the changes have started which include,

- Monitoring call takers to ensure the incident log reflects the actual call.
- Additional training to control room staff to ensure an incident is opened with the correct code and a crime is recognised at the point of first contact.
- Daily domestic abuse audits with 1:1 feedback and service recovery where necessary.
- The number of staff reviewing the closure of incidents has decreased to improve oversight, consistency and quality assurance.
- Master classes for incident resolution team supervisors/managers have been conducted with Harbour to assist understanding and the active management of domestic abuse incidents.
- Work is underway to implement the new Niche vulnerability package which includes the domestic abuse DASH risk assessment form.
- Vulnerability training devised by the College of Policing has commenced which will be followed by specific coercive control training for front-line staff.
- From 2 July 2018 all domestic abuse incidents come through the PVP HUB and are subject to crime recording checks.
- Internally, there are online tools such as the Mr Force Crime Recording (FCR) interactive videos which explain and communicate the National Crime Recording Standards (NCRS) in simple, bitesize, step-by-step videos

The PCC regularly considers inspection reports, including those from the HMICFRS. In advance of the publication of this report, the PCC sought assurance from the Force in April 2018, firstly, in respect of any safeguarding issues, to ensure that they have been identified and dealt with and secondly in relation to the steps that were being taken by the Force to address any areas of improvement that had been identified in the inspection, prior to the publication of the inspection report.



Scrutiny Delivery and  
Performance Meeting

The minutes of that meeting are attached

The PCC will seek further assurance from the Force and updates are scheduled into the Scrutiny, Delivery and Performance work programme and a detailed set of questions will be put to the Force on 12 September 2018. The PCC will continue to monitor the Force's progress in this area.

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