



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

### INSPECTION DETAILS

Title of Inspection

**PEEL: PCC HMICFRS Response - Legitimacy November 2017**

Date Inspection Published

12 December 2017

Type of Inspection:

Cleveland Specific

National

Follow Up

Thematic

Partner Inspection

Is Cleveland Police quoted in the Report?

Yes

No

### EXECUTIVE SUMMARY OF REPORT

HMICFRS assesses the legitimacy of police forces across England and Wales as part of its annual police efficiency, effectiveness and legitimacy (PEEL) inspections. The legitimacy inspection assessed how forces behave fairly, ethically and within the law.

Cleveland Police was judged as requiring improvement at how legitimately it keeps people safe and reduces crime. The overall judgement was the same as last year. It required improvement in how it treated the people it serves with fairness and respect and at ensuring its workforce behaves ethically and lawfully and the treatment of its workforce with fairness and respect.

The inspection noted that the Force continued to improve in aspects of the way it treated people it serves with fairness and respect and that this was communicated through the Everyone Matters programme. The workforce had a good understanding of how to use coercive powers fairly, although the way those powers were actually used, recorded and monitored required improvement. The force encouraged ethical leadership and decision making and had made considerable progress in that area.

The inspection found that the force identified, responded to and investigated allegations of discrimination adequately. Although the force needed to improve the way it communicated generally with all potential and existing complainants.

The force was consistently good at seeking feedback and challenge from its workforce and dealt with grievances thoroughly and professionally. However, officers spoken to as part of the inspection had little confidence in the process.

The force prioritised workforce wellbeing and had a good understanding of the relevant threats and risks.

There was an effective range of wellbeing support available to officers and staff, although this was not recognised and accessed in all local areas.

Inspectors were pleased to find that the force had improved the fairness of its promotion processes, although more work needed to be done to improve the management and development of individual performance and to identify and develop talent from across the workforce.

### **Areas for improvement**

- The force should improve external scrutiny of its data; involve young people in its scrutiny arrangements and offer those scrutinising the force appropriate training on the use of police powers.
- The force should ensure that it complies with IPCC statutory guidance for keeping complainants informed at all stages of the complaints process.
- The force should reassure its workforce about the grievance procedure, improve the timeliness of dealing with grievances and ensure that appropriate support is put in place.

The following AFI from HMICFRS' 2015 Legitimacy inspection remains:

- The force should continue with the improvements it has started to ensure that all stop and search records include sufficient reasonable grounds to justify the lawful use of the power, and that officers fully understand the grounds required to stop and search a person.

The following AFIs from HMICFRS' 2016 Legitimacy inspection remain:

- The force should ensure it complies with all aspects of the current national guidelines for vetting.
- The force should put measures in place to understand and address the wellbeing concerns of its workforce.
- The force should improve the way it manages individual performance.

## FORCE RESPONSE TO RECOMMENDATIONS

Cleveland Police continues to improve the way in which it treats all the people it serves with fairness and respect.

In its most recent publication on 'Police legitimacy', released this week, Her Majesty's Inspectorate of Constabulary and Fire and Rescue Services (HMICFRS) reports that, while still requiring improvement, the Force has made good progress over the last 12 months.

Chief Constable Iain Spittal said: "We have made significant improvements and I am pleased that HMICFRS has highlighted that, as a Force, we ensure that our officers and staff understand the importance of treating people with fairness and respect."

Areas of improvement recognised by inspectors include the Force's Everyone Matters and the Transforming Professional Standards programmes.

"Cleveland Police understands the importance of treating people with fairness and respect," report inspectors: "The force has a programme of work, known as 'Everyone Matters', which focuses on improving the way the force serves its communities, supports its people and ensures its organisational processes are fair.

"The force is working to ensure that its processes are fair for people who come into contact with the police. Through a review of the professional standards department, the force is also working to ensure that its processes are fair for its workforce."

The Chief Constable continued: "Everyone Matters is about people. The people we work with, the people we protect and the people we serve. Everyone Matters is based around equality, diversity and human rights, and has been shaped in consultation with our staff and communities.

"Cleveland Police continues on its journey, making improvements, examining past conduct and behaviours, and working with our communities to ensure that we act in a way which both supports them and makes them stronger. A major part of this is our review of Professional Standards, which has been recognised by inspectors as helping us to make real improvements.

"In early 2018 our new Head of Standards and Ethics will take up their post and will mark a new milestone in our becoming, as we aspire to be, the country's leading centre of excellence for behaviours and standards. Old structures and process are being replaced and a new modern framework which further transforms how we deal with complaints and investigations is already being established.

"I joined Cleveland Police in June 2013 as Deputy Chief Constable to bring change to the organisation and work to improve the service which is delivered to the communities we serve. This HMICFRS report shows the progress we are making, and will continue to make, on this journey and demonstrates that this organisation has a huge appetite for improvement."

## PCC RESPONSE TO INSPECTION

Comment by the PCC:

This report provides further evidence of the progress the force is making in recognising and tackling the mistakes of the past. It is pleasing that the HMI chooses to use language such as "continues to improve" and "considerable progress" when outlining how the force is performing.

I'm confident the new Chief Constable and new Head of the Directorate of Standards and Ethics, who will be appointed in the New Year, will ensure this progress continues and will address the areas the Inspectorate have highlighted for improvement. My expectation is that the next inspection of these areas will grade the force as good.

My commitment in the Police & Crime Plan commitment is for Cleveland Police to be a national lead in terms of professional standards and that process is underway with the root and branch reform of the function (now the Directorate of Standards and Ethics) and the ground breaking appointment of non-warranted senior executive professional to the role of Head of Standards & Ethics.

Through my scrutiny programme I will continue to be kept updated on a quarterly basis on the progress the Force is making with Everyone Matters and I have assessed the Force's HR policies and plans in some detail and will continue to do so. I have also planned into the programme a comprehensive look at the Force's stop and search and use of force processes.

I am also confident that our well developed Complaints Resolution Team provides an efficient 'triage' service which aims to provide a first class service to the public.

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