



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

### INSPECTION DETAILS

Title of Inspection

**PEEL: PCC HMICFRS Response - The Poor Relation**

Date Inspection Published

17 July 2019

Type of Inspection:

Cleveland Specific

National

Follow Up

Thematic

Partner Inspection

Is Cleveland Police quoted in the Report?

Yes

No

### EXECUTIVE SUMMARY OF REPORT

In July 2017 the HM Crown Prosecution Service Inspectorate (HMCPISI) and Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) released the report of the joint inspection of how the police and the CPS respond to crimes against older people. The report noted that many older people lead active and safe lives. Not all older people are vulnerable but they are more likely to be living with some form of physical or mental ill health. Too many older people are socially isolated and lonely and may leave their homes only rarely. '

'Crime against older people wasn't well understood, despite the vulnerability of older people and the importance that society attaches to looking after people in their old age. There has been little police analysis of the problem, including the links to disability hate crime and domestic abuse. The report found that nationally police forces had only a superficial understanding of the problems, although all had recognised that fraud was an increasing common concern for older victims'.

'No single national group or body existed to co-ordinate the work of criminal justice agencies to monitor and improve the response to crimes against older people'.

The report acknowledged that the police alone cannot solve those problems.

#### Recommendations - For Chief Constables

- Within six months Chief Constables should make sure that victim needs assessments are always completed.
- Within three months, Chief Constables should conduct analysis of the current and

future demand for adult safeguarding, including the gap in knowledge that may exist from those cases where referrals aren't made because of errors or omissions. This analysis should be incorporated into FMSs.

- Within six months, Chief Constables should work with police and crime commissioners and other relevant organisations to review whether victim support services can be provided in a better way.
- Within six months, Chief Constables should find good ways to assess the current demands on the police made by older people. These assessments should include a prediction of future changes in demand, account for the work of other organisations and be incorporated into FMSs.

## **FORCE RESPONSE TO RECOMMENDATIONS**

Cleveland Police have recognised through services the PCC currently commissions, victim feedback, case studies from complaints and the most recent HMICFRS inspection debrief, that significant improvements are required with regards to victims and vulnerability.

Work is on-going in the following areas;

- Understanding Demand Project
- Investigative Assessment Framework
- New crime allocation policy
- Raising Investigative Standards Programme with a clear focus on vulnerability
- Vulnerability desk in Force Control Room
- Performance Framework (with a clear focus on victims and their journey is being devised. It is aimed to support compliance to VCOP, Victims First and Witness Charter)

As part of the Transforming Cleveland Police Programme, Protecting Vulnerable People has merged two areas of business, Child Abuse Investigation Unit (CAIU) and Vulnerable Adults Unit (VAU), to form a CAVA team. This merger will enhance pathways for multi-agency working and support the longer term vision of a MASH. Additional resources have been allocated to the new CAVA team in recognition of the increase in demand and complexity of offences. (In 2001 Cleveland Police recorded 34 Adult Protection referrals. In 2018, over 3000 referrals were recorded).

The Force is a key stakeholder in the Regional NPCC Adults at Risk Portfolio, Teeswide Safeguarding Adults Board and chair of Strategic VEMT. All are multi-agency forums to address issues involving vulnerable adult abuse.

There is a Ministry of Justice Consultation paper on proposals for revising the Code of Practice for Victims of Crime. Cleveland Police are involved in and will contribute to the consultation. Once the codes are revised a review of what success looks like in these terms will be made.

## PCC RESPONSE TO INSPECTION

Comment by the PCC:

The report highlights a number of important points, including that police alone cannot solve the problem.

Working Together to Make Cleveland Safer and a Better Deal for Victims and Witnesses are 2 objectives from within my Police and Crime Plan. No single agency is able to make Cleveland Safer, we need to co-operate, co-locate and share information and invest together in our communities for the future. We've taken steps to protect elderly victims and prevent them from becoming victims of fraud and scams through free Friends Against Scams sessions delivered by the Victim Care and Advice Service.

In addition to the recommendations above, I will be holding force to account on the main issues highlighted in the report, as follows:

- Investigations are often not good enough – I will seek assurance that they are;
- There is little evidence that the police are routinely assessing victims' needs – I will ask the Force to provide evidence that the Force's referral system is not missing opportunities for victims to be supported;
- The Police and CPS are often poor at dealing with the complex needs of vulnerable older victims – I will seek evidence from the Force as to ways they are dealing with those needs;
- Crime allocation policies are often not sophisticated enough – I will seek evidence that the force are making good decisions about what type and what level of resources are allocated to investigate crimes;
- Systems to refer victims to support services remain patchy – I will seek assurance of the Force's practices in this area.

As Police and Crime Commissioner I am also taking part in a review undertaken by the Crime and Disorder Select Committee at Stockton Council that is considering the protection of older vulnerable residents living at home and will respond to any recommendations as set out by the Committee.

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