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**SCRUTINY PROGRAMME 2023/24**

**April 2023 Peel Inspection**

The PCC sought assurance about progress on the 2 causes of concern identified in the latest PEEL inspection (Preventing Crime and Anti-Social Behaviour and Strategic Planning) sought a response to the following questions.

1. *Following receipt of the early indications of HMICFRS’s findings, were there any immediate risks identified and if so, what action was taken?*
2. *What are the details of any plans and timescales for improvement, what will be different and by when?*
3. *Are there any immediate areas of improvement made from the inspection date to now?*

The force gave a comprehensive presentation which stated that the had been tangible improvements across all PEEL areas, 3 areas had been highlighted as innovative practice.

Details of the governance arrangements were given, there was now a designated Chief Officer lead for each element of the PEEL Assessment Framework, (PAF) the Force actively add to the HMICFRS monitoring portal, monthly meeting with the force liaison lead, more proactive approach against each PAF. Research and assurance team have an evidence repository, and Areas For Improvement (AFI) are standard items on agenda. AFIs are also linked with delivery plans.

The PCC acknowledged that the Force was a very different one from 3 years ago. Information within the HMICFRS Police Performance Oversight Group (PPOG) update showed that the Force was on par in certain areas with outstanding forces.

The PCC was assured by the Force’s information presented at the meeting.

**May – Neighbourhood Crime**

The PCC sought assurance about how the Force intend to tackle the increases in Neighbourhood Crime. When this topic was considered in May 2022 it was acknowledged that there was room for improvement, however it was reported that there was a monthly performance framework for Incident Response Team/Neighbourhood Policing Teams/CID where supervisors were held accountable for performance. One year on from this, and based on the performance figures below, the PCC put the following questions to the Force.

1. *What is the overall trend in Neighbourhood Crime, how does this compare to national levels and what are the Force’s plans to reduce these increases?*
2. *Last year the PCC was informed that there was a dedicated forensic strategy and there are plans for a burglary visits officer to ensure all victims are visited, are all victims visited? and what is the current Force position on forensic visits to victims of burglary and how is this communicated to victims? (Anecdotally, a complainant waited all day with an unsecure property for a visit by forensics to take fingerprints etc)*
3. *Do the force envisage seasonal increases in Neighbourhood Crime over the summer and if so, what are the plans to deal with this anticipated increase?*

Details were given about the 4 P approach – Pursue, prevent, protect and prepare. This included proactive activity, targeted patrols, crime prevention campaigns, regeneration efforts, designing out crime, working with local safeguarding bodies and daily scrutiny with superintendent lead in each district

The PCC was assured the Force was undertaking a lot of work, he was sure that improvements had been made in comparison to last year, the plans and work were credible and a lot of work was going on in this area. Therefore the PCC was partly assured, he could not be fully assured given the numbers. The PCC also recognised that the Force were not responsible for the totality of the issues which have led to the increase in the number of burglaries.

The Force outlined areas where support from the PCC would be beneficial and the PCC and his Office will work with the Force on those.

**June – Off Road Bikes**

As one of the topics that the PCC is contacted about most frequently, the PCC sought assurance that the Force was able to tackle off road bikes and that they were making a difference to those communities where off-road bike (ORB) nuisance was a major concern. The PCC put the following questions to the Force.

1. *How many Operation Endurance deployments have been made over the last year, on a month-by-month basis?*
2. *How will the Force measure if it has been successful in tackling ORB?*
3. *How is the Multi-Agency Response to Off-Road Bikes (MAROB) disrupting offending, is collaborative working with key stakeholders embedded in each BCU and has any impact been seen yet?*
4. *What is the progress with the planned activity - including benchmarking on the use of balaclavas, improvements being made to collation and sharing of* *intelligence, use of social media, identifying hot spot locations were bikes are stored etc.*
5. *Are the Force confident that the plans will result in improved public re-assurance.*

The Force gave a comprehensive approach to their strategy on tackling off road bikes/vehicles. Including the 4 P approach, prepare, prevent, protect and pursue.

The PCC was very assured at the work that the Force is doing. Recognising that success will bring more people reporting and increase demand and also that the response to this type of offending and anti-social behaviour is not just a single agency issue.

**July – Public Confidence**

One of the Police and Crime Plan priority areas is to Build Confidence in Our Communities resulting in an improved public confidence. Much has been written nationally about public confidence in policing. The recent State of Policing Report from HMICFRS stated that ‘Public confidence hangs by a thread’ – whilst recognising that this reflects a national picture, the PCC sought assurance on Cleveland Police’s response to sustaining public confidence in the Force.

The HMICFRS report also stated that the vast majority of the service, do their jobs. However, these conditions make it less attractive for people to stay in the service, let alone join it in the first place. Understandably, a substantial proportion of police officers don’t believe they are respected by the public.

Therefore, the questions below put by the PCC to the Force were intended to gain an understanding of levels of public confidence in Cleveland and the Force’s response to it.

1. *Have national events and debate affected public confidence in policing in Cleveland?*
2. *What work has or will be taking place to improve the levels of confidence in*

* *Police in this area*
* *Understanding the issues that affect local communities.*
* *Dealing with the things that matter to local communities.*

1. *What has the Force done to improve victims’ confidence in Cleveland Police?*
2. *Does the Force ensure it has open discussions with members of the public, in order to manage their expectations and maintain their confidence?*
3. *Have national issues and debate on public confidence had a negative effect on police morale in Cleveland, and if so, what are the force’s plans to address this?*

**September – Public Confidence, Violent Crime, Knife Crime**

The PCC will ask for assurance from the Force and has asked the following questions.

1. **Public Confidence**
2. What is the Force doing to address the drop in the number of people who think the police are dealing with the things that matter to local communities, when will there be an improvement in this figure?

1. **Violent Crime**
2. The Prevention Strategy is being developed, what are the timelines for its launch, delivery, and key milestones? What improvements will the prevention strategy bring and when is it envisioned it will start to make an impact on serious violence?
3. Op Deterrence – could the Force provide an update in relation to the impact of Op Deterrence.
4. Recognising that the response to serious violence needs a partnership approach, could the Force give an indication of how successful partnership working is and if there is anything the OPCC can assist with in this area?
5. **Knife Crime**
6. Cleveland has the second highest level of knife crime in the country – is the Force’s Stop and Search approach yielding the results you would expect in relation to the prevention of knife crime, for example is stop and search reflective of the ‘hot spot’ areas and has it meant more weapons found?
7. We know youth serious violent knife crime is increasing – can the Force provide assurance that there is an appropriate focus in relation to stop and search of young people in key areas.

The PCC was partly assured by the plans, strategy and structure the Force had put in place. The PCC promised to revisit these issues to see how the Force have improved and what impact had been made.

**October – Citizens in Policing**

In order to seek assurance on the Cleveland Police’s commitment to Citizens in Policing the following questions were put to the Force:

1. What is Cleveland Police’s ambition for Citizens in Policing (including goals, work taking place to increase capacity, timescales, targets and how these will be measured); and
2. What will success look like?
3. It would be helpful to include in the presentation updated figures of the current number of specials, details of the number of new September specials intake, how many hours of volunteering the specials have provided in the last year. Number of volunteers and the areas they are volunteering in and the number of hours of support they have provided.
4. What is the Force doing to address the drop in the number of people who think the police are dealing with the things that matter to local communities, when will there be an improvement in this figure?

The PCC was partly assured by the information provided and sought to review further information and assess progress next year.

**November – Retail Crime**

As a result of the recent retail summit held by the PCC on 9 October and the issues that were raised and discussed by retailers and the Force, the findings were used to inform the questions at this scrutiny meeting.

The following questions were put to Cleveland Police in relation to what the Force were doing to address Retail Crime:

1. How are the Force ensuring a consistent response to retail crime across the 4 local policing areas?
2. Are consistent messages being given to retailers and the public about the Force’s approach and response to retail crime?
3. How is the Force going to ensure that all lines of enquiry, such as CCTV footage, are collected?
4. What is the Force doing to address youth anti-social behaviour outside shops?
5. How can the Force help retailers to help themselves, eg crime prevention advice, sharing information about prolific offenders etc.

The PCC was assured by the information provided and recognised that more positive communications were needed to ensure that the retail sector and public were aware of work taking place within the Force.

In summary the Force presented their Governance Structure which detailed how the Local Retail Crime Forums fed into the operational lead along with details of the crime allocation process, assessing crimes using the THRIVE process and that the Force will provide a proportional investigation pursuing all reasonable lines of enquiry.

The following questions were put to the Force for a response outside of the formal Scrutiny Meeting for which responses were received in writing.

**Body Worn Video**

In response to national issues arising around the misuse of Body Worn Video by offices outside of Cleveland, the PCC sought assurances from the Force about practices in Cleveland and asked the following question.

1. Does the Force maintain an oversight of the use of body worn cameras by officers and are they assured that no such practices are happening in Cleveland?

The PCC was assured by the Force’s response.

**Rural Crime**

Rural Crime was discussed at the Scrutiny Meeting in September 2022 and the PCC sought the following update.

1. To assure the PCC that the plans which were discussed in the scrutiny meeting in September 2022 are now embedded and have led to a proactive approach to rural crime. What have the successes been and how do the Force plan to maintain progress in this area.

The PCC was assured by the Force’s response.

**November – Right Care Right Person**

Right Care, Right Person (RCRP) is an operational model developed by Humberside Police that changes the way the emergency services respond to calls involving concerns about mental health. It is in the process of being rolled out across the UK as part of ongoing work between police forces, health providers and Government.

It is aimed at ensuring the right agency deals with health-related calls, instead of the police being the default first responder as is currently the case in most areas. It has been shown to improve outcomes, reduce demand on all services, and make sure the right care is being delivered by the right person.

In seeking assurance about the introduction of the Right Care Right Person (RCRP) initiative the PCC would like information on the following:

1. *What is the detailed timeline for the implementation of RCRP?*
2. *What are the current challenges – for example over the last year, how many incidents relating to welfare such as concerns for welfare, mental health incidents and missing people were there?*
3. *Based on the above, does the Force have an indication about the expected officer hours/savings that RCRP will bring in Cleveland?*
4. *Have the Force used best practice from other Forces, for example Humberside Police’s RCRP Toolkit?*
5. *Recognising that the success of RCRP will also rely on the readiness and partnership approach of health and social care partners, could the Force provide an update on progress in this area?*
   1. The PCC was assured by the information provided and sought to review further information and assess progress in 2024.

**January – Violence Against Women and Girls – Stalking and Harassment**

Whilst the OPCC am involved in supporting a number of programmes in this area including ongoing discussions between Cleveland Police and Suzy Lamplugh Trust and the introduction of an Independent Stalking Advocacy Caseworker (ISACs) who is now in post and working with local victims. The PCC asked the Force the following questions in relation to their strategy for stalking and harassment.

**Stalking and Harassment**

1. *Can the Force provide their long-term plans for addressing stalking and harassment.*
2. *What are the key milestones and when do the Force anticipate a reduction in the number of stalking offences.*
3. *Stalking Protection Orders (SPOs) – What are the barriers to applying for more SPOs in the Cleveland area.*
4. *How can and the Force and the OPCC ensure that learning from complaints in this area is embedded into Force processes.*
5. Submission of Files for pre-charge decision -*Do the Force intend to introduce a gatekeeper for RASSO Cases.*

The PCC was partly assured by the information provided and thanked the force for their open and honest presentation and agreed to reconsider the subject in 6 months’ time to consider further progress in this area.

**February – Force Governance Structure – Update**

As the Force had been removed from the HMICFRS Oversight process, and the revised governance structures had been in place for a year, the PCC sought assurance that the Force Delivery Model is on track to deliver the strategic outcomes that they had set out.

1. What have been the key successes of the new force delivery model?
2. At the last scrutiny meeting high level benefits were detailed along with strategic outcomes – have these benefits and outcomes been achieved?
3. It was recognised in 2023 that improvements were needed in Neighbourhood Crime performance – how has the model made improvements in this area?
4. What are the challenges, barriers and future plans for the Delivery Model?

The PCC was assured by the Force’s presentation at the meeting. It was noted that the return to a geographical based policing model and the introduction of the IMPACT board were making a difference.

**March – Public Confidence**

In July 2023 the presentation that was provided to the Scrutiny Meeting detailed that work was underway to improve public confidence, including: review/reform the Force Engagement Strategy; develop an underpinning framework of delivery; undertake internal and external consultation; identify best practice and establish a small working group of key stakeholders:

1. Has this work taken place and is it starting to show an effect?
2. Has the continued building of a positive narrative made a difference to public perception?
3. As it is an area of focus for the Force Impact Board in February 2024, could the Force provide details of the ongoing work to improve public confidence?
4. National incidents have had an impact on confidence in policing especially amongst women. What work is taking place to provide assurance specifically to women?

The PCC and the Force had an open and honest discussion about the key issues and drivers for public confidence, the Force acknowledged the work they were doing which included engagement, effectiveness and treating people with fairness. Whilst the PCC was assured by the ongoing work in this area, he could only be partly assured given the current levels of public confidence. (It was noted that In October 2023 the CSEW lost its National Statistics status. This is due to concerns over a significant **reduction in the response rate** and potential impact of **non-response bias**, something which the subject to ongoing research and analysis at a national level. As a result, the reliability of CSEW findings is questionable and results must therefore be **treated with caution)**.