

Committee(s): Audit and Risk Management Committee	Date(s): 24 th September 2019
Subject: Annual Summary of HMICFRS Inspections and Reports	Public
Report of: Commissioner of Police	For Information
Report author: Head of Strategic Development, City of London Police	

Summary

This report provides Members with an overview of Her Majesty's Inspectorate of Constabulary, Fire and Rescue Services (HMICFRS) continuing programme of inspections and published reports, together with the City of London Police (CoLP) response where relevant. It additionally provides assurance that the recommendations from reports are being addressed by the Force.

During the reporting period (July 2018 – August 2019) HMICFRS published 10 reports and 1 public letter relevant to the City of London Police:

- Understanding the difference: the initial police response to hate crime (national report by HMICFRS published July 2018);
- Joint inspection of the handling of cases involving disability hate crime (national joint report of HMICFRS and HMCPSP published October 2018)
- Policing and Mental Health - Picking Up the Pieces (national report by HMICFRS published November 2018)
- Police response to domestic abuse: An update report (national report, published February 2019)
- City of London Police – Joint inspection of police custody (Force joint report HMI Prisons and HMICFRS, published March 2019)
- City of London Police Complaints and misconduct file review (Letter to the Force referencing progress against previous recommendations, published March 2019)
- Fraud : Time to choose (national report by HMICFRS, published April 2019)
- City of London Police Efficiency, Effectiveness and Legitimacy (PEEL) 2018/2019 (Force report by HMICFRS, published May 2019, overall grading GOOD)
- PEEL Spotlight report: A system under pressure (national report of HMICFRS highlighting emerging findings from the first 14 forces inspected under the Integrated PEEL Assessment, published May 2019)
- The poor relation - The police and CPS response to crimes against older people (national report by HMICFRS, published July 2019)
- City of London Crime Data Integrity (Force report by HMICFRS, published July 2019, graded GOOD)

All reports together with details of progress against recommendations and areas for further improvement are reported in detail quarterly to the Police Performance and Resource Management Committee for scrutiny and oversight.

Recommendation

Members are asked to receive this report and note its contents.

Recommendation

Main Report

Background

1. This report provides Members with an overview of Her Majesty's Inspectorate of Constabulary, Fire and Rescue Services (HMICFRS) continuing programme of inspections and published reports, together with the City of London Police (CoLP) response where relevant. It also provides assurance that the recommendations from reports are being addressed by the Force.
2. Members are reminded that HMICFRS use the terms 'recommendation' and 'area for further improvement' (AFI) to denote specific levels of concern. A recommendation is only made where in HMICFRS's assessment there is a significant underlying cause for concern. Where there is no such concern but where HMICFRS feel general improvements can be made, areas for further improvement are identified.

Current Position

3. During the reporting period (July 2018 – August 2019) HMICFRS published 10 reports and 1 letter, relevant to the City of London Police.

Understanding the difference: the initial police response to hate crime (July 2018)

4. This report sets out findings from an initial scoping study which HMICFRS undertook across areas that included:
 - i. how forces raise awareness of hate crime in their communities;
 - ii. crime and incident recording, including the use of hate crime and online flags;
 - iii. how forces use problem profiles to help identify trends and patterns of offending and victimisation; and
 - iv. the police response to reports of hate crime; and the system for referrals to victim support services.
5. The report made 15 recommendations, 8 of which were relevant to police, aimed at improving policing practices and service delivery to victims. All

recommendations except 1 has been implemented by CoLP; the outstanding recommendation (which relates to use of flags on the crime recording system) is expected to be delivered by October 2019.

Joint inspection of the handling of cases involving disability hate crime (published October 2018)

6. This inspection focused on progress made by the police and Crown Prosecution Service (CPS) in response to findings from the previous reports:
 - Living in a different world: Joint review of disability hate crime in 2013; and
 - Joint review of disability hate crime – follow up in 2015.
7. Conducted jointly by Her Majesty's Crown Prosecution Service Inspectorate (HMCPSI) and HMICFRS, 6 police forces were inspected¹. 4 issues were identified for the police service to address, all of which have been implemented by CoLP.

Policing and Mental Health - Picking up the pieces (November 2018)

8. This report sets out findings from an inspection during which HMICFRS sought to understand how effective forces are at protecting and helping those with mental health problems.
9. It additionally examined how people are identified as having mental health issues when they first come into contact with forces and what help and support is available from other organisations, in particular health professionals
10. The report highlighted innovative work conducted by forces, and included this reference to CoLP: and this includes the force:

“City of London Police is focusing on the effect of fraud on the mental health of victims. They have responded to over 170 calls from victims of fraud since October 2016, who have described themselves as feeling suicidal. These calls are dealt with by way of public protection notices, safeguarding referrals or signposting to specialist support services.”

Police response to domestic abuse: An update report (February 2019)

11. This report was the fourth in a series of thematic reports, which considered the response the police service provides to victims of domestic abuse. In March 2014, HMICFRS published their first report in this series (*Everyone's Business: Improving the Police Response to Domestic Abuse*). HMICFRS noted that since that time, the service the police provide to victims of domestic abuse has improved markedly, with victims better supported and better protected.

¹ Cheshire, Devon and Cornwall, Hampshire, the Metropolitan Police, Nottinghamshire, and South Wales

12. Unlike their previous reports, HMICFRS did not make any recommendations for forces to implement.

City of London Police – Joint inspection of police custody (March 2019)

13. An unannounced Force level inspection carried out jointly by HMI Prisons and HMICFRS over a period of 2 weeks during November 2018, which considered strategy, treatment and conditions, individual rights and health care relevant to custody provisions. As well as examining documentation, viewing CCTV recordings and interviewing staff, the inspection team observed custody services 24/7 for almost a week. The focus of the inspection was on outcomes for detainees, not internal processes, although the latter were naturally considered.
14. The unannounced inspections of custody are not awarded grades in the same way as other inspections. The Force's report was, however, generally very positive and a Member of the Police Authority Board was present when formal feedback was provided to CoLP.
15. The inspection produced 1 recommendation and 21 areas for further improvement. The Force has published a comprehensive action plan to address these findings, delivery of which is being scrutinised by the Custody User Group in addition to Force internal governance provisions.

City of London Police Complaints and misconduct file review (Letter to the Force referencing progress against previous recommendations, published March 2019)

16. During their 2017 legitimacy inspection HMICFRS found that City of London Police did not fully comply with requirements to communicate with complainants. In response, in August 2018 they carried out a review of complaints and misconduct files. This letter reported the findings of that review.
17. The letter noted that the Force had substantially addressed the concerns raised by the 2017 inspection and that the results would feed into the assessment of legitimacy as part of the Integrated PEEL Assessment (see paragraph 21 below).

Fraud: Time to choose (April 2019)

18. This was a national thematic inspection, with HMICFRS looking at the effectiveness and efficiency of the police response to fraud, including online fraud. HMICFRS assessed the extent to which:
- law enforcement has a well-designed strategy for tackling fraud;
 - organisational structures provide the necessary capacity, capabilities and partnerships; and
 - victims of fraud receive a high-quality response.

19. The inspection included fraud against individuals and business but not fraud against those public authorities that have responsibility for dealing with fraud against their own organisations.
20. The report made 14 recommendations and identified 5 areas for further improvement for forces to implement. Given the CoLP's national lead status for investigating economic crime, a number of the recommendations are specifically for the National Police Chiefs' Council Coordinator for Economic Crime (Commander ECD) to deliver. The Force has developed and published a comprehensive strategy to address the findings of this inspection. In addition to internal governance, progress against the strategy and supporting delivery plans will be reported to the Economic Crime Board.

City of London Police Efficiency, Effectiveness and Legitimacy (PEEL) 2018/2019 (May 2019)

21. In 2018/2019 HMICFRS adopted an integrated approach to their annual PEEL inspection, combining into a single inspection the effectiveness, efficiency and legitimacy areas of PEEL. Previously, these have been the subject of separate inspections.
22. HMICFRS list 10 areas against which forces are inspected. GOOD gradings from the previous inspection are carried forward by HMICFRS and not inspected in 2018/2019 except for 'protecting vulnerable people' which is a mandatory re-inspection for all forces. Results are summarised below:

	Grade	Last inspected
Effectiveness	GOOD	
Preventing crime and tackling anti-social behaviour	GOOD	2017/2018
Investigating Crime	GOOD	2017/2018
Protecting vulnerable people	GOOD	2018/2019
Tackling serious and organised crime	GOOD	2018/2019
Firearms capability	This is not graded by HMICFRS	
Efficiency	GOOD	
Meeting current demands and using resources	GOOD	2017/2018
Planning for the future	REQUIRES IMPROVEMENT	2018/2019
Legitimacy	REQUIRES IMPROVEMENT	
Fair treatment of the public	REQUIRES IMPROVEMENT	2018/2019
Ethical and lawful workforce behaviour	REQUIRES IMPROVEMENT	2018/2019
Fair treatment of the workforce	GOOD	2017/2018

23. HMICFRS stated they are satisfied with most aspects of the Force's performance. They did not make any formal recommendations but did identify 11 areas for further improvement, which have been drawn up into an action plan (submitted to the Police Authority Board in July 2019). Progress against the plan is reported bi-monthly to the Force's Performance Management Group and quarterly to the Police Performance and Resource Management Committee.

PEEL Spotlight report: A system under pressure (May 2019)

24. This was a national report that highlighted the emerging findings from the inspection from the first 14 forces inspected under the integrated PEEL Assessment, which included the City of London Police. The report did not make any recommendations or identify any areas for further improvement but rather concentrated on general themes

25. HMICFRS stated that these inspections found that a relatively positive picture of performance is being provided by a service that is straining under significant pressure. This is affecting different forces in different ways, across neighbourhood policing and investigations through to counter corruption and workforce health and wellbeing. They went on to note that given the current operational and financial context forces find themselves in, it is not clear for how long they will be able to maintain their current performance levels. For many of the forces inspected in this group, cracks in the system are widening.

26. HM Inspector of Constabulary Matt Parr said:

"The patterns we are beginning to see emerge paint a picture of a committed and capable police service that is starting to show signs of real strain in some areas. Many of the forces we inspected are in general providing a good service to the public, but all are faced with competing priorities that if not managed correctly could see this service deteriorate.

"Despite these worrying trends, there have been some areas of innovation and improvement. In particular, we are seeing forces getting better at identifying vulnerability, with officers now having a greater understanding of what to look for to provide the right service. We also found several forces developing innovative ways of using technology to better manage the demand on their resources. But the forces we inspected are trying to meet ever-more complex and high-risk demand with strained resources."

The poor relation - The police and CPS response to crimes against older people (July 2019)

27. As a result of the UK's ageing population, in 2017 the then Home Secretary commissioned an inspection to establish the nature and extent of problems affecting older people within the criminal justice system, and how well these are understood by the police and CPS. In 2018/19, HMICFRS and Her

Majesty's Crown Prosecution Service Inspectorate (HMCPISI) conducted a joint inspection of how the police and the Crown Prosecution Service (CPS) respond to crimes against older people.

28. The report praised the work of police officers in their initial dealings with older victims of crime, including attending promptly to reports of crime from older victims, but found that afterwards officers struggled to deal with some of the complex needs of older people.
29. Whilst the report made 13 formal recommendations, none are for local forces to implement, instead they are for the National Police Chiefs' Council, the CPS and the College of Policing. 5 areas for further improvement are identified for forces to deliver. Progress against these AFIs is being reported to the Force's Performance Management Group and the Police Performance and Resource Management Committee.

City of London Crime Data Integrity (July 2019)

30. HMICFRS Crime Data Integrity inspection 2019 report found the Force had improved the crime-recording standards over the past five years. The inspection found for the City of London police:

- 93.8% of reported crimes were recorded;
- 91.8% of reported violent crimes were recorded;
- More than 91.2% of reported sex offences were recorded.

31. The Inspectorate praised the Force's commitment to crime recording, noting that there had been a "systemic cultural change" since 2014 throughout all levels of the organisation.

32. HM Inspector of Constabulary Matt Parr said:

"Proper crime recording is essential to effective and efficient investigations. Without it, investigators may not have enough information to properly examine a crime. Worse still, a reported crime may fall through the cracks completely, leaving the victim without any access to justice.

"So we are pleased that the City of London police has improved how it records crime over the past five years. It has shown improved recording rates for all types of crime, as well as refinements to its recording processes and training programmes."

33. The Force received an overall grading of GOOD. No recommendations were made by the report, however, 6 areas for further improvement were identified, which are now being implemented, overseen by the Force's Performance Management Group and Police Performance and Resource Management Committee.

Conclusion

34. HMICFRS continues to deliver a comprehensive and robust inspection regime to test delivery of policing services and ensure that high standards are maintained by forces. The Force continues to acquit itself well. Members of your Committee can be assured that together with the support and oversight of the Police Performance and Resource Management Committee, it will continue to do so.

Appendices

None

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