



Promoting improvements  
in policing to make  
everyone safer

## **HMI Mike Cunningham's assessment of Cleveland Police – Transcript**

I am heartened by the progress that Cleveland Police has made in providing a good service to the public, but there are some areas where I would like to see further improvement.

Cleveland Police now has an effective approach to preventing crime and anti-social behaviour, investigating crime and supporting victims. It is also effective in tackling serious and organised crime.

The force has made considerable progress in how it deals with vulnerable victims. It has changed its structures and processes, and established its first children's safeguarding hub, which it runs with other organisations. I recognise and commend the force's considerable effort in achieving these improvements, but further improvements are needed to some aspects of the services that the force provides to vulnerable people. I am impressed by the force's work in developing its understanding of the demand for its services, and by the way it has used that understanding to inform the reorganisation of its resources. It has also worked well with its private sector partner to improve its response to calls for service.

Cleveland Police manages its resources well and collaborates effectively with a range of public and private sector organisations.

I am pleased by the improvements we have seen since our 2015 inspection in the workforce's awareness and understanding of the Code of Ethics, including the importance of treating people with fairness and respect, and I was reassured by the seriousness with which the force took the abuse of authority for sexual gain. However, the force could do more to raise awareness of warning signs of misconduct and corruption. The force's counter-corruption unit is able to investigate allegations once they have been received, but it has limited capacity and capability to look for potential corruption.

The force uses several different sources to obtain the views of the public about how they are treated. However, it does not regularly seek feedback from those with less trust and confidence in the police. The 'everyone matters' project team has started work to address this.

In the year ahead, I will be interested to see how the force improves in the areas HMIC identified.