

## SMITH, Hannah (C8653)

---

**From:** COPPINGER, Barry (C8513)  
**Sent:** 09 July 2020 17:05  
**To:** [REDACTED]  
**Cc:** [REDACTED] LEWIS, Richard (p2688); [REDACTED]  
**Subject:** RE: 101 HMICFRS

Will, this was on bbc radio 4 national news bulletin referencing Cleveland not just Tees, so is going out everywhere – it's a bit naughty of HMICFRS if we haven't seen in advance, I did see something that said report was going out today.

**From:** [REDACTED]  
**Sent:** 09 July 2020 16:28  
**To:** COPPINGER, Barry (C8513) <Barry.Coppinger@cleveland.pnn.police.uk>; [REDACTED]  
**Subject:** 101 HMICFRS

For information, Cleveland Police had interest today from BBC Tees radio around a newly published [HMICFRS report](#) into call handling nationally.

It references Cleveland once –

In Cleveland Police we found examples of the control room diverting 101 calls to enquiry desk answerphones as a way for the force to manage this demand. Some calls were being left on the answerphone overnight and sometimes over weekends and bank holidays without being responded to because enquiry desk staff weren't on duty. This means some vulnerable victims aren't being identified and responded to quickly enough.

BBC Tees hadn't appreciated this was old news (copied verbatim from our 2019 report) and so we've highlighted that and confirmed the steps the Force has already taken to prevent this happening again.

Just for knowledge in case anyone mentions to you that the Force has been referenced on the radio.



Public Service | Transparency | Impartiality | Integrity