



Office of the Police and Crime

Commissioner

PO Box 688

PE29 9LA

Tel: 0300 333 3456

Email: [Cambs-pcc@cambs.police.uk](mailto:Cambs-pcc@cambs.police.uk)

Twitter: [@PCCCambs](https://twitter.com/PCCCambs)

Rt Hon Yvette Cooper MP  
Home Secretary  
2 Marsham Street  
London  
SW1P 4DF

26 June 2025

Dear Home Secretary

**HMICFRS Report: An inspection of the police response to the public disorder in July and August 2024: Tranche 2**

As Police and Crime Commissioner for Cambridgeshire and Peterborough, and under Section 55(5) of the Police Act 1996, I am pleased to provide my formal response to the second tranche of the HMICFRS report '*An inspection of the police response to the public disorder in July and August 2024*'.

Both the Chief Constable and I welcome this follow-up report. While Cambridgeshire experienced minimal disruption during the disorder, I continue to take seriously my statutory responsibility to hold the Chief Constable to account for the preparedness and performance of Cambridgeshire Constabulary.

I note that Tranche 2 builds on the themes established in the initial inspection and provides further important recommendations relating to leadership, command, communication, and the use of intelligence during disorder events. These issues are

vital not only to maintaining public confidence but also in ensuring officer and public safety during high-risk incidents.

I have reviewed the report's findings in detail and sought assurances from the Chief Constable that Cambridgeshire Constabulary continues to:

- Strengthen command resilience and clarity of roles during spontaneous and planned operations;
- Embed learning from past events and national guidance into operational planning and response;
- Ensure internal and external communications are effective, timely, and proportionate;
- Develop and utilise intelligence in a way that supports prevention, decision-making, and operational effectiveness.

Through our tri-force collaboration with Bedfordshire Police and Hertfordshire Constabulary, and participation in regional public order arrangements, Cambridgeshire Constabulary remains committed to supporting national objectives and embedding consistency across force boundaries. I will continue to work closely with the Chief Constable to monitor the Constabulary's contribution to regional and national efforts, particularly where further integration of practice or systems is required.

As with Tranche 1, I am grateful to HMICFRS for their rigorous inspection work and clear recommendations. I welcome continued dialogue with your department and our policing partners on these important issues.

The Chief Constable's response to the Tranche 2 recommendations is enclosed at **Appendix 1**.

I trust this response, alongside that of the Chief Constable provides reassurance of our joint commitment to continuous improvement and the highest standards of professionalism in responding to public disorder.

Yours sincerely,

A handwritten signature in black ink, appearing to be 'Darryl Preston', written on a light-colored background.

**Darryl Preston**

**Police and Crime Commissioner for Cambridgeshire and Peterborough**

Enc - Appendix 1 – Cambridgeshire Constabulary's response to HMICFRS report  
'An inspection of the police response to the public disorder in July and August 2024:  
Tranche 2'.

**Cambridgeshire Constabulary's response to HMICFRS report 'An inspection of the police response to the public disorder in July and August 2024: Tranche 2'.**

**Recommendation 1 - The police service's use of an intelligence-led approach**

With immediate effect, the National Police Chiefs' Council and chief constables should create a plan and begin work to improve how the police service collects, analyses and communicates intelligence about disorder.

They should plan to:

- establish clear and resilient intelligence networks, functions and processes to help the police service respond to national emergencies involving disorder more effectively;
- test these arrangements, once they have been established;
- give National Police Coordination Centre strategic intelligence and briefing greater capacity and capability to support the police service in recognising, analysing and responding to information and intelligence on disorder, particularly at times of national emergency;
- prioritise the collection, analysis and distribution of intelligence on disorder and community tension;
- make sure that frequent, accurate and comprehensive strategic intelligence assessments on the threat and risk of disorder are reflected in public order public safety strategic risk assessments;
- revise how the police service classifies and collects intelligence on disorder to help it to better assess the threats posed, including whether intelligence categories such as "cultural nationalism" and "domestic extremism" are relevant and understood across policing;
- make sure each police region has an intelligence team or function that can assess the threat of disorder, which we suggest could be part of each regional information and co-ordination centre; and
- make sure that neighbourhood policing teams perform a central role in helping forces to better understand community mood, sentiments and tension.

### **Constabulary Response:**

Certain aspects of the recommendation are above the control of Cambridgeshire Constabulary alone, such as resourcing into NPoCC for analysis and intelligence related to public disorder. Through Operation Navette, we have demonstrated our capability to gather and disseminate intelligence concerning public disorder, although this has not been significant in Cambridgeshire. As evidenced by local and national events, Cambridgeshire Constabulary has an intelligence team and function (triple i) that can inform decision makers regarding threat assessments. Our Neighbourhood Policing Teams have considerable experience in gathering and submitting community intelligence in relation to national and international events (for example Op Tarlac) and responding to community sentiment and concern. While the coordination of a regional centre has yet to be established, per the recommendation, Cambridgeshire Constabulary's approach to Public Order is grounded in regional collaboration with our neighbouring forces, Bedfordshire and Hertfordshire in our Joint Protective Services Department (JPS) which provides a link between local Operational Planning Units and a link into ERICC which is hosted by Essex.

### **Recommendation 2 - The police service's arrangements for tackling online content and social media**

With immediate effect, the National Police Chiefs' Council and chief constables, working with the Home Office, should create a plan and begin work to better understand and respond to the risk associated with online content.

They should plan to:

- make sure that at force, regional and national levels there is enough police capacity and capability to monitor, analyse and respond to online content;
- make sure that forces have capacity and capability to manage risk from online content through effective communication arrangements;
- identify the full range of technical solutions that the police service uses or could use to improve monitoring and analysis of online information and intelligence on disorder, and responses to it;
- review whether provisions within the Online Safety Act 2023 are fit for purpose to support policing in its response to disorder; and

- improve structures and arrangements for liaison and support between the police service, government departments and online service providers.

### **Constabulary Response:**

Cambridgeshire Constabulary has 2 dedicated Digital Progression Officers that are able to capture, monitor and support the analysis of online content. Given an organisation the size of Cambridgeshire, this is proportionate to our establishment, but with the ability to stand up more through the Intelligence Department (CIB), in response to a given event. This also relates to the technical solutions that are available to Cambridgeshire Constabulary, to which there are limitations legally without certain authorities.

For specific issues, or emerging matters, the responsibility for the collection of intelligence and information comes from ISD and Local Policing. Neighbourhood Policing play a critical responder role to this in terms of owning our CIA process, ensuring they are kept up to date and delivering community reassurance. They are also vital in feeding back into Ops and Public Order Public Safety (POPS) commanders, in relation to whether a POPS response is required.

Cambridgeshire Constabulary has recently revised and strengthened its CIA process, following a review of other forces approaches. This is evidence that we are actively working to improve and provide a stronger response to critical incidents, or incidents having significant impact on our communities.

### **Recommendation 3 - Crime investigations associated with the incidents of disorder**

With immediate effect, the National Police Chiefs' Council and chief constables, working with the College of Policing, should create a plan and begin work to improve how the police service investigates offences associated with large-scale disorder.

They should plan to:

- revise the revise the public order public safety Strategic Policing Requirement to include and specify the range of investigative resources that can be deployed when the national mobilisation plan is activated;

- make sure that senior investigating officers receive training and guidance to better manage investigations into widespread disorder;
- make sure that there is an investigation plan or strategy that can be used by all forces at times of a national police mobilisation to disorder; and
- make sure that all forces routinely carry out structured debriefs of suspects and offenders, to obtain potential evidence or intelligence about disorder.

### **Constabulary Response:**

Cambridgeshire Constabulary recognises the requirement to ensure we have sufficient capability and capacity to respond to disorders both within our county, but also from the perspective of the supportive mutual aid to our Policing colleagues. Locally, we have debriefed and disseminated learning from protest and disorder events to our senior investigating officers which is building knowledge and experience within the organisation for continuous professional development. This included dedicated links with our Intelligence and Specialist Crime Department to ensure a structured intelligence collection plan via tactical tasking processes which fed communication, neighbourhood policing and investigative strategies.

Through our 'Crime Standards Delivery Group', we co-ordinate training and guidance, and upon release of the national documents referenced within this recommendation to support police mobilisation, this meeting will act as the repository to track, embed and review impact across the organisation. Through our Learning and Development Department and Continuous Professional Development Team, which includes detective training, we will ensure any new guidance forms part of a rolling delivery plan for continuous upskilling as our workforce changes.

We annually undertake a review of our capability and capacity against the Strategic Policing Requirement which feeds into the Business Continuity Board for executive level oversight and assurance of our ability to respond to all key national priority areas.