

To: Joint Audit Committee

From: Alice Thompson – Governance & Inspection Coordinator

Date: July 2022

Subject: Overview of HMICFRS publications – April 2022 to June 2022

Purpose:

The purpose of this paper is to provide an overview of inspection reports published by HMICFRS between April 2022 and June 2022.

Overview of publications:

1. Staffordshire – National child protection inspection

1.1. On 7th April, HMICFRS published “[Staffordshire – National child protection inspection](#)”.

1.2. The inspection examined how effective Staffordshire’s decisions were at each stage of their interactions with or for children. This was from initial contact through to the investigation of offences against them. HMICFRS also scrutinised how the force treated children in custody.

1.3. Overall, HMICFRS found that Staffordshire was not effectively safeguarding children and urgent improvements were needed. Fundamental changes were needed to improve the force’s approach to child protection.

1.4. The Organisational Improvement Centre and relevant strategic leads will review the report to identify learning opportunities.

2. PEEL 2021/22 – An inspection of Bedfordshire Police

2.1. On 13th April, HMICFRS published “[PEEL 2021/22 – An inspection of Bedfordshire Police](#)”.

2.2. Overall, HMICFRS found that Bedfordshire had continued to improve its performance, however there were still some areas for improvement. The graded judgements were as follows:

- Managing offenders – Outstanding
- Preventing crime – Good
- Treatment of the public – Good
- Developing a positive workplace – Good
- Good use of resources – Good
- Protecting vulnerable people – Adequate
- Investigating crime – Requires improvement
- Responding to the public – Requires improvement

2.3. The Organisational Improvement Centre and relevant strategic leads will review the report to identify learning opportunities.

3. PEEL 2021/22 – An inspection of West Mercia Police

3.1. On 13th April, HMICFRS published “[PEEL 2021/22 – An inspection of West Mercia Police](#)”.

3.2. Overall, HMICFRS found that West Mercia had made improvements in some areas, but further changes were needed. The graded judgements were as follows:

- Preventing crime – Good
- Treatment of the public – Adequate
- Protecting vulnerable people – Adequate
- Managing offenders – Adequate
- Developing a positive workplace – Adequate

- Investigating crime – Requires improvement
- Responding to the public – Requires improvement
- Good use of resources – Requires improvement

3.3. The Organisational Improvement Centre and relevant strategic leads will review the report to identify learning opportunities.

4. PEEL 2021/22 – An inspection of Dorset Police

4.1. On 13th April, HMICFRS published “[PEEL 2021/2022 – An inspection of Dorset Police](#)”.

4.2. Overall, HMICFRS found that Dorset was still providing an adequate service to the public, but its performance in some areas had fallen. The graded judgements were as follows:

- Preventing crime – Good
- Developing a positive workplace – Good
- Treatment of the public – Adequate
- Protecting vulnerable people – Adequate
- Managing offenders – Adequate
- Good use of resources – Adequate
- Investigating crime – Requires improvement
- Responding to the public – Requires improvement

4.3. The Organisational Improvement Centre and relevant strategic leads will review the report to identify learning opportunities.

5. Report on an unannounced inspection visit to police custody suites in North Wales

5.1. On 20th April, HMICFRS published “[Report on an unannounced inspection visit to police custody suites in North Wales](#)”.

5.2. The inspection assessed the effectiveness of custody services and outcomes for detained people. It examined the force's approach to custody provision in relation to safe detention of the respectful treatment of detainees, with particular focus on children and vulnerable adults.

5.3. Overall, HMICFRS found that North Wales had improved its custody services, but further changes were needed to ensure the safety of detainees. There were four causes of concern about their custody services.

5.4. The Organisational Improvement Centre and relevant strategic leads will review the report to identify learning opportunities.

6. Report on an unannounced inspection visit to police custody suites in West Mercia

6.1. On 20th April, HMICFRS published "[Report on an unannounced inspection visit to police custody suites in West Mercia](#)".

6.2. The inspection assessed the effectiveness of custody services and outcomes for detained people. It examined the force's approach to custody provision in relation to safe detention and the respectful treatment of detainees, with particular focus on children and vulnerable adults.

6.3. Overall, HMICFRS found that West Mercia was not providing good custody services, and some important areas of custody required urgent attention. There were five causes of concern about their custody services.

6.4. The Organisational Improvement Centre and relevant strategic leads will review the report to identify learning opportunities.

7. PEEL 2021/22 – An inspection of Kent Police

7.1. On 28th April, HMICFRS published "[PEEL 2021/22 – An inspection of Kent Police](#)".

7.2. Overall, HMICFRS found that Kent had performed well in some areas, but further improvements were needed. The graded judgements were as follows:

- Recording data about crime – Outstanding
- Preventing crime – Good
- Treatment of the public – Good
- Developing a positive workplace – Good
- Good use of resources – Good
- Protecting vulnerable people – Adequate
- Investigating crime – Requires improvement
- Responding to the public – Requires improvement
- Managing offenders – Requires improvement

7.3. The Organisational Improvement Centre and relevant strategic leads will review the report to identify learning opportunities.

8. PEEL 2021/22 – An inspection of Nottinghamshire Police

8.1. On 28th April, HMICFRS published [“PEEL 2021/22 – An inspection of Nottinghamshire Police”](#)

8.2. Overall, HMICFRS found that Nottinghamshire had improved in some areas, but it needed to make further changes. The graded judgements were as follows:

- Investigating crime – Good
- Protecting vulnerable people – Good
- Preventing crime – Adequate
- Treatment of the public – Adequate
- Managing offenders – Adequate
- Responding to the public – Adequate
- Developing a positive workplace – Adequate
- Good use of resources – Adequate

- Recording data about crime – Requires improvement

8.3. The Organisational Improvement Centre and relevant strategic leads will review the report to identify learning opportunities.

9. PEEL 2021/22 – An inspection of Cumbria Constabulary

9.1. On 28th April, HMICFRS published “[PEEL 2021/22 – An inspection of Cumbria Constabulary](#)”.

9.2. Overall, Cumbria were congratulated on their performance, although it needed to improve in some areas. The graded judgements were as follows:

- Managing offenders – Outstanding
- Investigating crime – Good
- Developing a positive workplace – Good
- Protecting vulnerable people – Good
- Preventing crime – Adequate
- Treatment of the public – Adequate
- Responding to the public – Adequate
- Good use of resources – Adequate

9.3. The Organisational Improvement Centre and relevant strategic leads will review the report to identify learning opportunities.

10. PEEL 2021/22 – An inspection of Leicestershire Police

10.1. On 28th April, HMICFRS published “[PEEL 2021/22 – An inspection of Leicestershire Police](#)”.

10.2. Overall, Leicestershire were congratulated for their outstanding performance. The graded judgements were as follows:

- Recording data about crime – Outstanding
- Preventing crime – Outstanding
- Protecting vulnerable people – Outstanding
- Treatment of the public – Good
- Managing offenders – Good
- Developing a positive workforce – Good
- Good use of resources – Good
- Investigating crime – Adequate
- Responding to the public – Adequate

10.3. The Organisational Improvement Centre and relevant strategic leads will review the report to identify learning opportunities.

11. PEEL 2021/22 – An inspection of Thames Valley Police

11.1. On 28th April, HMICFRS published “[PEEL 2021/22 – An inspection of Thames Valley Police](#)”.

11.2. Overall, HMICFRS found that Thames Valley had improved its performance but there were still areas of concern. The graded judgements were as follows:

- Recording data about crime – Good
- Treatment of the public – Good
- Managing offenders – Good
- Preventing crime – Adequate
- Investigating crime – Adequate
- Protecting vulnerable people – Adequate
- Developing a positive workplace – Adequate
- Responding to the public – Requires improvement
- Good use of resources – Requires improvement

- 11.3. The Organisational Improvement Centre and relevant strategic leads will review the report to identify learning opportunities.

12. City of London – National child protection inspection post-inspection review

- 12.1. On 11th May, HMICFRS published “[City of London – National child protection inspection post-inspection review](#)”.
- 12.2. The inspection reviewed the progress made by City of London Police since the publication of their last NCPI report in 2020.
- 12.3. Overall, HMICFRS found that City of London had improved the way it protects vulnerable children, but there were still areas that required improvement.
- 12.4. The Organisational Improvement Centre and relevant strategic leads will review the report to identify learning opportunities.

13. Cheshire – National child protection inspection

- 13.1. On 11th May, HMICFRS published “[Cheshire – National child protection inspection](#)”.
- 13.2. The inspection examined how effective Cheshire’s decisions were at each stage of their interactions with or for children. This was from initial contact through to the investigation of offences against them. HMICFRS also scrutinised how the force treated children in custody.
- 13.3. Overall, HMICFRS found that the force was committed to protecting and providing better outcomes for children, but improvements were needed.

13.4. The Organisational Improvement Centre and relevant strategic leads will review the report to identify learning opportunities.

14. The impact of the Covid-19 pandemic on the Criminal Justice System – a progress report

14.1. On 17th May, HMICFRS published "[The impact of the Covid19 pandemic on the criminal justice system – a progress report](#)".

14.2. In January 2021, HMICFRS, HM Inspectorate of Probation, HM Crown Prosecution Service Inspectorate and HM Inspectorate of Prisons inspected their respective agencies responses to Covid19 and published 'Impact of the pandemic on the Criminal Justice System'. This new report provides an update on progress.

14.3. Overall, the inspectorates found that the criminal justice system remained a long way from recovering from the effects of the pandemic. The report highlights shared challenges of increasing demand, funding constraints, workforce pressures and low public confidence, and raised particular concerns about the continuing Crown Court backlogs.

14.4. The Organisational Improvement Centre and relevant strategic leads will review the report to identify learning opportunities.

15. An inspection of the service provided to victims of crime by British Transport Police

15.1. On 20th May, HMICFRS published "[An inspection of the service provided to victims of crime by British Transport Police](#)".

15.2. The inspection reviewed the service provided by British Transport Police (BTP) against the six components of the PEEL victim service assessment (call handling, deployment of resources, crime recording, screening and allocation, investigations, and outcomes).

15.3. Overall, the inspectorate found that BTP were strong at crime recording. Investigations were effective and generally progressed in a proportionate and timely manner, and that a high proportion of crime is followed up for further investigation and properly allocated to appropriately trained officers. However, there were a number of opportunities for improving the service BTP provides to victims of crime.

15.4. The Organisational Improvement Centre and relevant strategic leads will review the report to identify learning opportunities.

16. Report on an unannounced inspection visit to police custody suites in Gloucestershire

16.1. On 1st June, HMICFRS published "[Report on an unannounced inspection visit to police custody suites in Gloucestershire](#)".

16.2. The inspection assessed the effectiveness of custody services and outcomes for detained people. It examined the force's approach to custody provision in relation to safe detention and the respectful treatment of detainees, with particular focus on children and vulnerable adults.

16.3. Overall, HMICFRS found Gloucestershire had improved its custody services, although more could be done to keep prisoners safe. There were three causes of concern about Gloucestershire's custody services.

16.4. The Organisational Improvement Centre and relevant strategic leads will review the report to identify learning opportunities.

17. British service police forces – Rape, serious sexual assault, and domestic abuse investigations

17.1. On 15th June, HMICFRS published:

- [“Royal Navy Police – Rape, serious sexual assault and domestic abuse investigations”](#)
- [“Royal Military Police – Rape, serious sexual assault and domestic abuse investigations”](#)
- [“Royal Air Force Police – Rape, serious sexual assault and domestic abuse investigations”](#)

17.2. The inspection examined how well the Royal Navy Police, the Royal Military Police and the Royal Air Force Police prevent domestic abuse, rape, and serious sexual offences, and how will they investigate these incidents. HMICFRS also examined how well the forces support and safeguard victims of these crimes and how well they provide governance for these activities.

17.3. Overall, HMICFRS found that British service police forces need to improve how they handle domestic abuse, rape, and serious sexual offences.

17.4. The Organisational Improvement Centre and relevant strategic leads will review the report to identify learning opportunities.

18. PEEL 2021/22 – An inspection of Surrey Police

18.1. On 21st June, HMICFRS published [“PEEL 2021/22 – An inspection of Surrey Police”](#).

18.2. Overall, Surrey was congratulated on its performance, although it needed to improve in some areas to provide a consistently good service. The graded judgements were as follows:

- Preventing crime – Outstanding
- Investigating crime – Good
- Treatment of the public – Good
- Protecting vulnerable people – Good
- Responding to the public – Adequate

- Developing a positive workplace – Adequate
- Good use of resources – Adequate
- Managing offenders – Requires improvement

18.3. The Organisational Improvement Centre and relevant strategic leads will review the report to identify learning opportunities.

19. PEEL 2021/22 – An inspection of Cambridgeshire Constabulary

19.1. On 21st June, HMICFRS published “[PEEL 2021/22 – An inspection of Cambridgeshire Constabulary](#)”.

19.2. Overall, HMICFRS were pleased with some aspects of the Constabulary’s performance, were satisfied with most other aspects of performance, but there were some areas in which the force needs to improve. The graded judgements were as follows:

- Recording data about crime – Good
- Protecting vulnerable people – Good
- Developing a positive workplace – Good
- Good use of resources – Good
- Preventing crime – Adequate
- Treatment of the public – Adequate
- Managing offenders – Adequate
- Investigating crime – Requires improvement
- Responding to the public – Requires improvement

19.3. HMICFRS have identified 13 areas for improvement (AFIs):

- The force needs to improve how it records equality data.
- The force should make sure that reasonable grounds to search are correctly recorded in stop and search encounters.

- The force should make sure it takes a consistent approach to the main duties of its neighbourhood policing teams, including building relationships with its communities and problem solving.
- The force should make sure problem-solving plans are routinely assessed and evaluated and that learning is made available to staff.
- The force needs to attend calls for service in line with its published attendance times and make sure that victims are fully updated when delays occur.
- The force needs to make sure that call takers give appropriate advice on preserving evidence and crime prevention.
- The force should make sure that repeat victims are routinely identified.
- The force should make sure that investigation plans are created when needed, with supervisory oversight ensuring all investigative opportunities are taken.
- The force needs to make sure that the requirements of the Code of Practice for Victims of Crime are complied with.
- The force should make sure that an auditable record of the decision of the victim and their reasons for withdrawal of support or wishes for an out-of-court disposal or caution are fully documented. It should make sure it documents whether evidence-led prosecutions have been considered in all cases.
- The force should make sure the quality of supervisory reviews of the management of registered sex offenders are robust and that actions are raised and completed, including comprehensive intelligence checks.
- The force should consider using up to date and accurate information about workforce skills to effectively enhance deployment throughout the workforce and meet any future skills gap.
- The constabulary should review its S23 agreement on the provision of collaborated occupational health to make sure it is delivering what is agreed and that staff throughout the three forces are supported by an effective occupational health unit.

19.4. The Police & Crime Commissioner will respond to the PEEL inspection report in accordance with Section 55 of the Police Act 1996. The response will contain comments from the Chief Constable on what action has, or will be taken, to address the areas for improvement identified.

20. Safeguarding – How effective is the National Crime Agency at protecting vulnerable people?

20.1. On 23rd June, HMICFRS published "[Safeguarding: How effective is the National Crime Agency at protecting vulnerable people](#)".

20.2. The inspection looked at how the National Crime Agency (NCA) safeguards children and vulnerable people.

20.3. HMICFRS have suggested that the NCA needs to consider what type of approach it will take to develop a culture of safeguarding. It needs to consider whether it will invest more in central safeguarding expertise and, in doing so, centralise the responsibility for safeguarding. Or invest in measures to make safeguarding the responsibility of everyone.

20.4. The Organisational Improvement Centre and relevant strategic leads will review the report to identify learning opportunities.

21. Report on an unannounced inspection visit to police custody suites in Hertfordshire

21.1. On 24th June, HMICFRS published "[Report on an unannounced visit to custody suites in Hertfordshire](#)".

21.2. The inspection assessed the effectiveness of custody services and outcomes for detained people. It examined the force's approach to custody provision in relation to safe detention and the respectful treatment of detainees, with particular focus on children and vulnerable adults.

21.3. Overall, HMICFRS found that Hertfordshire had improved its custody services, but there were still some important areas requiring attention. There were two causes of concern about their custody services.

21.4. The Organisational Improvement Centre and relevant strategic leads will review the report to identify learning opportunities.

22. Police perpetrated domestic abuse – Report on the Centre for Women’s Justice super-complaint

22.1. The Centre for Women’s Justice (CWJ) submitted a super-complaint alleging that forces were not responding appropriately to cases of domestic abuse involving police officer or police staff perpetrators. HMICFRS, the College of Policing and the IOPC have investigated the complaint and published this report in response.

22.2. Overall, the joint investigation found that forces are not fully recognising and responding to the risks and responsibilities associated with domestic abuse allegations involving police suspects.

22.3. The inspectorate made 7 recommendations aimed at improving investigations and protection of victims in these cases:

- To chief constables:
 - a. Chief constables should ensure that both live PPDA cases and those closed within the last 12 months (ending 30 June 2022) are audited. Appropriate action should be taken where they find cases were not treated appropriately as complaint and conduct matters and investigated accordingly.
 - b. Chief constables should write, via the National Police Chiefs’ Council (NPCC), to the College of Policing, the IOPC and HMICFRS within six months explaining how, following their case

audit, their force has or will improve the response to PPDA allegations, including in relation to:

- i. their handling of PPDA as a police complaint and conduct matter
 - ii. their compliance with existing relevant APP guidance or their rationale for derogating from it
 - iii. their monitoring of PPDA cases
 - iv. ensuring impartial, joined-up criminal and conduct investigations conducted by people with the right knowledge and skills
 - v. effective engagement and communications with victims
 - vi. ensuring that appropriate decisions are being made regarding the deployment of officers under investigation for domestic abuse allegations
 - vii. other steps to embed the findings of this super-complaint into force working practices.
- c. The national framework for delivering better policing of violence against women and girls has already required forces to audit some live PPDA cases. We do not expect chiefs to audit the same cases twice. Chiefs should assure themselves that they have audited all live and recent PPDA cases, irrespective of the gender of the victim.
- To chief constables:
 - a. Chief constables should make sure they have plans in place to ensure PPDA allegations are investigated (both in terms of the criminal investigation and misconduct response) by someone with no prior connection to any of those involved in the allegations. Rationales for investigation ownership decisions should be fully recorded.
 - b. It may be appropriate to refer a case for external force investigation when:
 - i. there are concerns that truly independent investigators cannot be found in force. For example, in smaller forces or

- in cases involving a suspect who, due to seniority or length of service, is well known in force; or
- ii. victim trust and confidence cannot be secured another way.
 - c. Local plans should include procedures to mitigate any unintended consequences to the speed and quality of the investigation and/or victim engagement in the investigative process that may be caused by referring a case to an external force for investigation.
 - d. Chief constables should keep local plans for external force investigations under review. The recommendations and actions designed to expand what we know about PPDA should inform the development of local policies regarding when and how PPDA allegations are investigated by an external force.
- To police and crime commissioners (PCCs), the Ministry of Justice (MoJ) and chief constables:
 - a. PCCs, MoJ and chief constables should make sure their provision of domestic abuse support services and guidance is capable of meeting the specific needs of all non-police and police victims of PPDA. This should include the following:
 - iii. PCCs considering whether local services are capable of dealing with the specific risks and vulnerabilities of PPDA victims and supporting them when engaging with the police complaints and disciplinary system.
 - iv. MoJ ensuring its guidance for independent domestic violence advisors includes guidance on the specific risks and vulnerabilities of PPDA victims and the specific support and advice they may need in relation to both the criminal and misconduct aspects of the police response.
 - v. Chief constables reviewing support available to police victims of PPDA, including that provided by the force, staff associations and other workforce support bodies, and taking any action needed to strengthen these provisions.

- vi. Chief constables assuring themselves that case updates and information are shared with victims in an accessible way that encourages trust and confidence in the police response. Consideration should be given to appointing a nominated senior person(s) in force (or from an external force) to have oversight of PPDA cases, to ensure they are conducted in a victim-focused way and to act as a point of contact for PPDA victims.
 - vii. Chief constables ensuring they provide accessible information for all non-police and police victims on how they can report PPDA and access confidential support (including through external agencies, such as the Refuge 24-hour helpline). Chief constables should also ensure accessible information is provided on how allegations will be investigated in a way that ensures confidentiality and independence from the alleged perpetrator.
- To the Home Office:
 - a. The Home Office should consider whether it would be appropriate to make any changes to legislation to ensure that police victims of PPDA do not have weaker rights (for example, in relation to being kept informed of investigations and subsequent proceedings, and to seek an independent review of the outcome of an investigation) than non-police victims of PPDA. Consideration should be given to what implications any changes would have for the wider police complaints and disciplinary system.
- To the Home Office:
 - a. The Home Office should provide further guidance on the types of considerations to take into account when deciding to restrict an officer's duties (for example, move them to a new role or location) while there is an ongoing investigation into their conduct, with a view to ensuring that there is sufficient safeguarding of victims,

members of the public and the integrity of any ongoing investigation.

- To the Home Office:
 - a. To improve the consistent recording and monitoring of PPDA cases, the Home Office should amend the Annual Data Requirement connected to misconduct cases and criminal investigations. Police forces should be required to report the number of misconduct cases and criminal investigations involving PPDA and the associated outcomes of these cases. These statistics should be published by the Home Office, so that they can support internal and external scrutiny of the police response to PPDA.

- To all those subject to recommendations:
 - a. Advise the College of Policing, IOPC and HMICFRS within 56 days of the date of publication of this report whether they accept the recommendations made to them. Chief constables should direct their responses to the NPCC and PCCs should direct their responses to the Association of Police and Crime Commissioners (APCC). The NPCC and APCC will then share the collated responses with the College of Policing, IOPC and HMICFRS.

22.4. The Organisational Improvement centre will review the recommendations made in this report. The Constabulary will respond to the NPCC in accordance with the requirements for responding to super-complaints.

Recommendations:

It is recommended that the Joint Audit Committee note the content of this paper.