



# Online Public Meeting – October 2025

## HMICFRS Update

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# Open Recommendations and Areas for Improvement (AFIs) Overview



## PEEL

- 1 AFIs remains from the 11 originally received
- closure letters have been submitted for the 10 completed AFIs.
- The remaining AFI relates to ensuring the force consistently provides appropriate outcomes for victims. A milestone plan is in place and monitored through force governance.

## Other NYP specific reports

- 9 Recommendations and AFIs
- 5 AFIs Effectiveness of integrity arrangements
- 4 AFIs & Recs from the custody inspection

## National thematic reports

- 27 recommendations and AFIs

## Super complaints

- 13 recommendations

# PEEL AFI - Overview

## 11 PEEL AFIs



No.	Area for Improvement	Status
AFI1	The force needs to improve how it records crime when antisocial behaviour personal is reported	Signed off by HMICFRS
AFI2	The force still needs to improve how it records equality data	Closure letter submitted
AFI3	The force should improve its recording of use of force, particularly the use of handcuffs for stop and search	Signed off by HMICFRS
AFI4	The force should continue its improvement in the speed it answers 999 calls	Signed off by HMICFRS
AFI5	The force should continue its improvements in their initial triage when receiving calls for service	Signed off by HMICFRS
AFI6	The force doesn't consistently achieve appropriate outcomes for victims	Improvement in progress. Milestone plan refreshed. National steer from HMICFRS also expected.
AFI7	The force needs to make sure it assesses the needs of all victims so they can be properly supported	Signed off by HMICFRS
AFI8	The force needs to improve the effectiveness of its professional development reviews (PDR), which should be consistent across the workforce and valued by all	Closure letter submitted
AFI9	The force should improve its understanding of why officers and staff are planning to leave	Closure letter submitted
AFI10	The force does not fully understand its demand which affects its ability to manage demand effectively	Closure letter submitted
AFI11	The force needs to develop its business change processes and improve workforce engagement to increase force performance	Signed off by HMICFRS

# Integrity Inspection



- Vetting grade – Good
- PSD grade (upholding the standards of professional behaviour) - Requires Improvement
- ACU grade (tackling potential corruption) – Requires Improvement

No.	Area for Improvement	Activity	Status
AFI1	The force needs to improve its processes for the collection, sharing and evaluation of organisational learning relating to the standards of professional behaviour.	<ul style="list-style-type: none"> <li>• Further analytical work required regarding complaints data from the Complaints Resolution Team.</li> </ul>	Activity ongoing – expected completion date to be reviewed.
AFI2	The force needs to improve the capacity and capability of the professional standards department.	<ul style="list-style-type: none"> <li>• PSD Complaints Handling Team to be fully embedded</li> <li>• PSD Complaints handling team to complete required training</li> <li>• A 6-month evaluation of the team to be completed.</li> </ul>	Activity ongoing – expected completion date Feb 2026
AFI3	The force needs to improve the way it responds to complaints and conduct allegations.	<ul style="list-style-type: none"> <li>• Linked to the implementation of the PSD Complaints Handling Team (as above)</li> <li>• Conduct internal reality testing to ensure compliance with new processes and drive improvements.</li> </ul>	Activity ongoing – expected completion date Feb 2026
AFI4	The force needs to understand and improve fairness and consistency within its professional standards department decision-making.	Activity complete.	Activity complete – closure letter being drafted.
AFI5	The force should make sure it has accurate records of who has each mobile device, so that it can hold users to account for any misuse	Activity complete.	Closure letter submitted.
AFI6	The force should improve how it collects, assesses, develops and investigates counter-corruption intelligence.	<ul style="list-style-type: none"> <li>• Strategic threat and risk assessment implementation plan to be developed</li> <li>• Revised Anti-Corruption Unit demand profile to be developed</li> <li>• Development and rollout of an Integrity Passport</li> <li>• Conduct proactive monitoring of business interests.</li> </ul>	Activity ongoing – expected completion date Jul 2026

# HMICFRS Inspection Programme



- Rolling programmes of policing inspections including:
  - PEEL (Inspection due Nov 25, PEEL Custody fieldwork took place in September)
  - Child protection inspections (Joint and single agency) (Dates to be confirmed by HMICFRS)
  - Criminal justice joint inspections and inspection programmes (Dates to be confirmed by HMICFRS)
  - Serious and organised crime (NYP Report currently being reviewed for pre-publication check)
  - Integrity (NYP Report published Jan 25)
- HMICFRS plan to start the following thematic inspections in 2024/25 and complete them in 2025/26:
  - firearms licensing
  - police leadership.
- HMICFRS plan to carry out or complete the following further areas over the course of their 2025-29 policing inspection programme and framework:
  - the police response to knife-related crime, which will expand on the serious youth violence report;
  - the efficiency and effectiveness of current arrangements that provide local, regional and national policing support services, including arrangements to meet the Strategic Policing Requirement;
  - science and technology – examining the use of new and/or emerging science and technology, such as biometrics and facial recognition, to tackle crime;
  - police and fire and rescue service cybersecurity;
  - counter-terrorism;
  - Joint Emergency Services Interoperability Principles across all emergency services;
  - data and analytics – including topics such as data quality, management of data, data rights analysis (the capability and role of the analyst, for example) and using science to improve the application of data; and
  - retail crime and shoplifting.