



Online Public Meeting – March 2025

HMICFRS Update

DCC Scott Bisset



Open Recommendations and Areas for Improvement (AFIs)



PEEL

- 11 AFIs
- 1 closure letter agreed through governance for submission.
- 5 closure letters in draft
- 5 AFIs – improvements in progress

Other NYP specific reports

- 11 Recommendations and AFIs
- 2 Recommendations from the National Child Protection Inspection
- 9 recommendations and AFIs from the custody inspection

National thematic reports

- 35 recommendations and AFIs

Super complaints

- 21 recommendations

PEEL AFI - Overview

11 PEEL AFIs



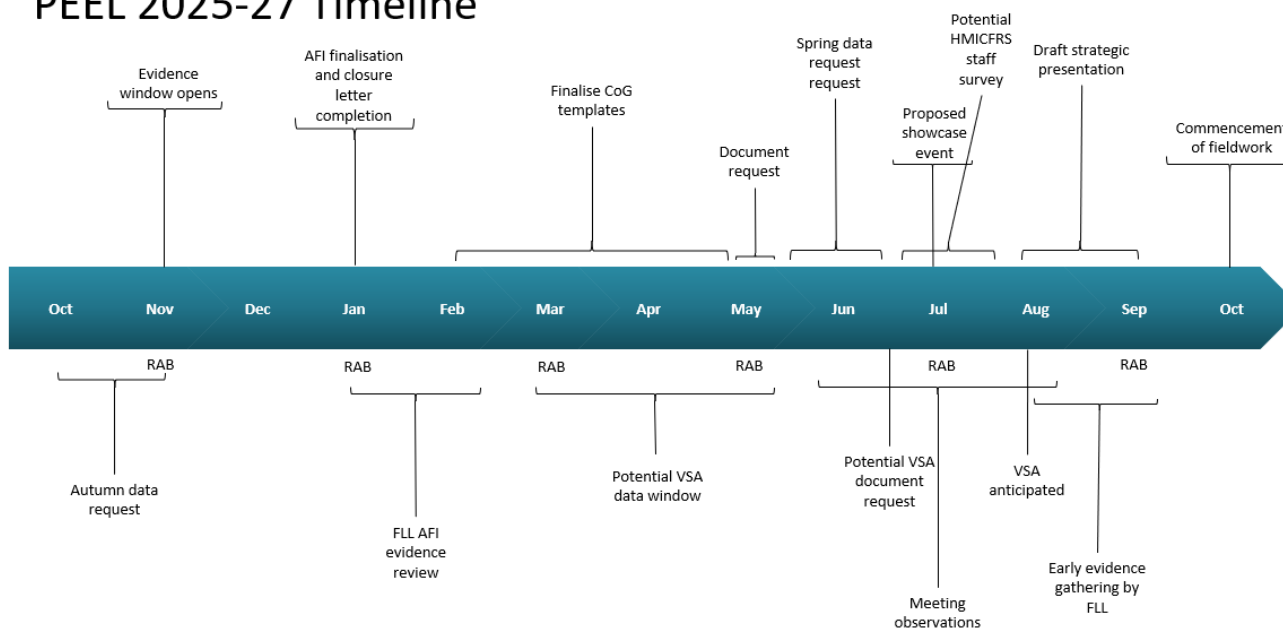
No.	Area for Improvement	Status
AFI1	The force needs to improve how it records crime when antisocial behaviour personal is reported	Closure letter being drafted
AFI2	The force still needs to improve how it records equality data	Closure letter being drafted
AFI3	The force should improve its recording of use of force, particularly the use of handcuffs for stop and search	Closure letter being drafted
AFI4	The force should continue its improvement in the speed it answers 999 calls	Closure letter being drafted
AFI5	The force should continue its improvements in their initial triage when receiving calls for service	Closure letter finalised via Risk and Assurance Board
AFI6	The force doesn't consistently achieve appropriate outcomes for victims	Improvement in progress
AFI7	The force needs to make sure it assesses the needs of all victims so they can be properly supported	Closure letter being drafted
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	Improvement in progress due to complete April 25
AFI9	The force should improve its understanding of why officers and staff are planning to leave	Improvement in progress
AFI10	The force does not fully understand its demand which affects its ability to manage demand effectively	Improvement in progress
AFI11	The force needs to develop its business change processes and improve workforce engagement to increase force performance	Improvement in progress due to complete July 25



PEEL Inspection Programme

- Anticipated timeline for PEEL 2025-27 Inspection

PEEL 2025-27 Timeline



**Update – Force recently notified by HMICFRS that fieldwork will commence mid-November

Integrity Inspection



- **Vetting grading – Good**
- **PSD grading - Requires Improvement (4 AFI)**
 - The force needs to improve its processes for the collection, sharing and evaluation of organisational learning relating to the standards of professional behaviour.
 - The force needs to improve the capacity and capability of the professional standards department.
 - The force needs to improve the way it responds to complaints and conduct allegations.
 - The force needs to understand and improve fairness and consistency within its professional standards department decision-making.
- **ACU – Requires Improvement (2 AFI)**
 - 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.
 - The force should improve how it collects, assesses, develops and investigates counter-corruption intelligence.

Milestone plan – Integrity Inspection AFIs



AFI	AFI Wording	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
AFI1	The force needs to improve its processes for the collection, sharing and evaluation of organisational learning relating to the standards of professional behaviour.	Organisational learning from investigations consistently recorded and process verified through supervisory assurance checks (IPMs and TPMs)	Delivery Plan signed off and implementation start			PSD related organisational learning tracked & embedded within the Org Learning meeting		Schedule 3 complaints & conduct analysis report					
AFI2	The force needs to improve the capacity and capability of the professional standards department.			PDPs completed for all PSD Investigators - review within		Work towards all Police Staff Investigators attaining PIP1 & PIP2 by Dec 2026							
AFI3	The force needs to improve the way it responds to complaints and conduct allegations.	Supervisory review process finalised	Embedding of supervisory review framework into Centurion progress log for complaints and conduct - DI reviews to	Investigation plan (PIP) review template finalised & team consulted	Investigation plan (PIP) review template implemented (requirement to review every 28 days)		Implement temporary Complaints Handling Team	Complaints Handling Team to complete the PSD SANCUS course		Conduct internal reality testing of investigation plans to ensure compliance and drive improvements			Evaluation of Complaints Handling Team (6 months post implementation)
AFI4	The force needs to understand and improve fairness and consistency within its professional standards department decision-making.	AA benchmarking process formalised & documented (ToR, Meeting agenda, benchmarking AA log)		Protected characteristics reporting analysis	Benchmarking findings (brief outcomes) reported through the April QPM			Analysis conducted and relevant action undertaken to address any disproportionality					
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	Central list of device attribution for each workforce member	Assurance checks implemented by ICT (dip sampling conducted by ICT service desk, dashboard) Development of assets check process through annual IHC					Implementation of Microsoft Autopilot					
AFI6	The force should improve how it collects, assesses, develops and investigates counter-corruption intelligence.	Refresh Problem profile	Training pathway identified for ACU IDOs & ACU Manager Finalise register of police personnel identified as posing a threat of sexual misconduct and NYP risk assessment matrix		Mechanism for competence finalised (for ACU Manager)	Implementation Plan Sign off (HoPSD) HMIC 'Vetting, Misogyny & Misconduct' report Rec 39 sign off (includ closure letter)	Implementation Plan to commence		Integrity Passport rollout for GGH and integrity health check complete Process implemented for how the threat register will be used for risk mitigation and proactivity Revise ACU demand profile			Integrity Passport - complete UAT for Business Interests	