

# PEEL: Police effectiveness 2017

An inspection of Staffordshire Police



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## Force in numbers



### Calls for assistance

Incidents per 1,000  
population 12 months to 30  
June 2017

Staffordshire Police

**253**

England and Wales

**282**



### Anti-social behaviour

Anti-social behaviour (ASB)  
incidents per 1,000 population  
12 months to 31 March 2017

Staffordshire Police

**33**

England and Wales

**31**

Change in ASB incidents  
12 months to 31 March 2016  
against 12 months to  
31 March 2017

Staffordshire Police

**+8%**

England and Wales

**-0.05%**



### Crime (excluding fraud)

Crimes recorded per 1,000  
population 12 months to  
30 June 2017

Staffordshire Police

**71**

England and Wales

**77**

Change in recorded crime  
12 months to 30 June 2016  
against 12 months to 30  
June 2017

Staffordshire Police

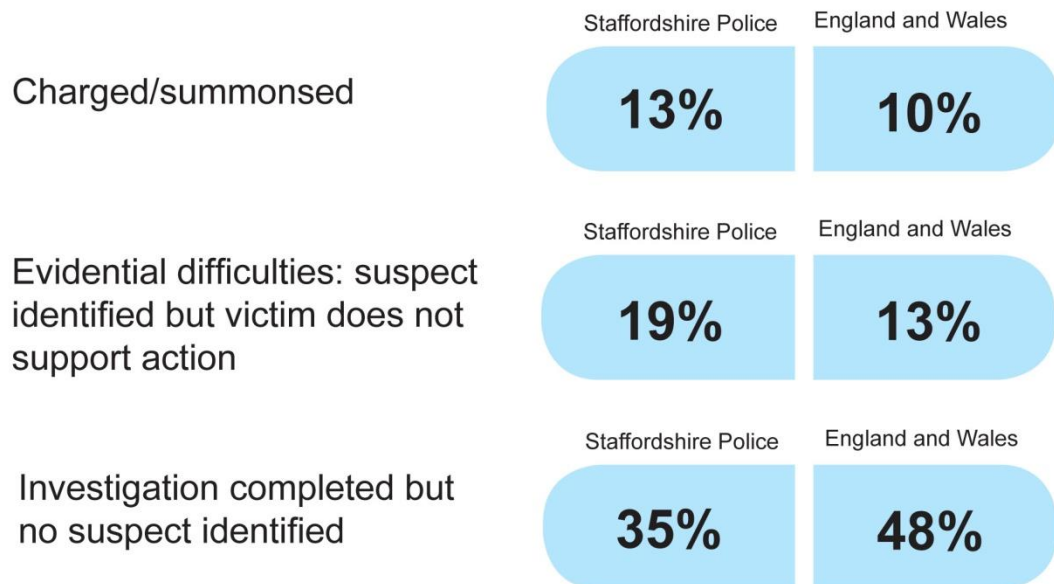
**+13%**

England and Wales

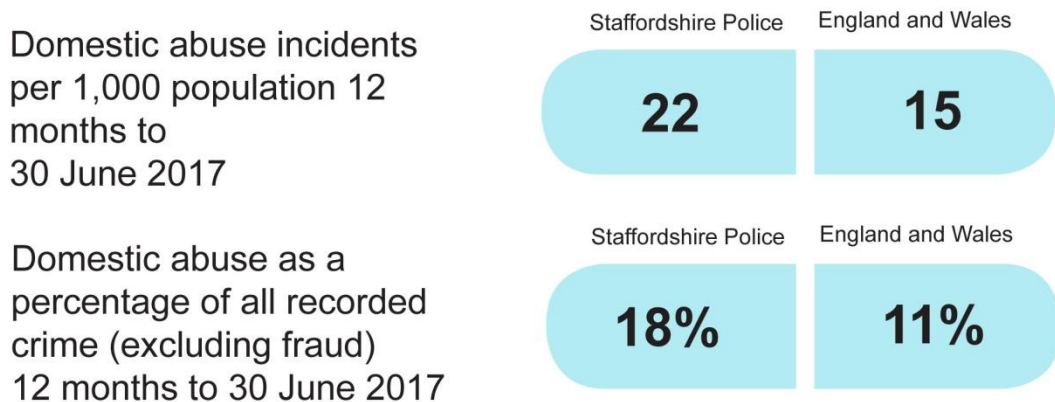
**+14%**



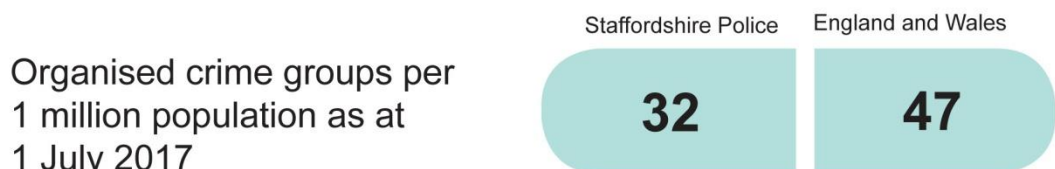
## Crime outcomes\*



## Domestic abuse



## Organised crime groups



\*Figures are shown as proportions of outcomes assigned to offences recorded in the 12 months to 30 June 2017. For further information about the data in this graphic please see annex A.

## Risk-based inspection

HMICFRS adopted an interim risk-based approach to inspection in 2017 in order to focus more closely on areas of policing where risk to the public is most acute.<sup>1</sup> Under this approach, not all forces are assessed against every part of the PEEL effectiveness programme every year. Staffordshire Police was assessed against the following areas in 2017:

- Preventing crime and tackling anti-social behaviour;
- Investigating crime and reducing re-offending;
- Protecting vulnerable people;
- Tackling serious and organised crime; and
- Specialist capabilities.

Judgments from 2016<sup>2</sup> remain in place for areas which were not re-inspected in 2017. HMICFRS will continue to monitor areas for improvement identified in previous inspections and will assess how well each force has responded in future reports.

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<sup>1</sup> Full details of the interim risk-based approach are available from the HMICFRS website: [www.justiceinspectorates.gov.uk/hmicfrs/peel-assessments/how-we-inspect/2017-peel-assessment/#risk-based](http://www.justiceinspectorates.gov.uk/hmicfrs/peel-assessments/how-we-inspect/2017-peel-assessment/#risk-based)

<sup>2</sup> The 2016 effectiveness report for Staffordshire Police can be found on the HMICFRS website: [www.justiceinspectorates.gov.uk/hmicfrs/publications/peel-police-effectiveness-2016-staffordshire](http://www.justiceinspectorates.gov.uk/hmicfrs/publications/peel-police-effectiveness-2016-staffordshire)

## Effectiveness overview

### Judgments

Overall effectiveness 2017  Good

Question	Grade	Last inspected
Preventing crime and tackling anti-social behaviour	 Good	2017
Investigating crime and reducing re-offending	 Good	2017
Protecting vulnerable people	 Requires improvement	2017
Tackling serious and organised crime	 Good	2017
Specialist capabilities	Ungraded	2017

### Summary

Staffordshire Police is good at keeping people safe and reducing crime. The force has made improvements since 2016 across a number of areas, and it continues to improve.

The force has an effective approach to preventing crime and tackling anti-social behaviour. Officers understand what matters to the local communities, and are responsive to their needs; and the force works with other organisations to address such matters and the underlying causes of crime. Since HMICFRS' 2016 effectiveness report, the force has made good progress in implementing a structured problem-solving way of working.

Staffordshire Police investigates crimes to a satisfactory standard. The force makes good use of intelligence, and the outcomes it achieves are comparable to other forces in England and Wales. However, it needs to ensure that victims are updated as investigations proceed, and it should ensure that suspects are promptly entered onto the Police National Computer (PNC) when this is appropriate.

The force requires improvement in the way it protects vulnerable people. Victims of domestic abuse sometimes receive a delayed response when they contact the force because not enough response officers are available to attend incidents promptly. The force also needs to strengthen its approach to managing registered sex offenders, to protect the public from harm.

The force has improved its approach to tackling serious and organised crime. Its understanding of organised crime groups is good, and it is also better at limiting the harm that such groups cause in communities. Officers take early action to identify individuals who may be vulnerable to being drawn into serious and organised crime or gang activity. The force also works constructively with other organisations to assist in deterring such individuals from criminal activity.

Staffordshire Police has the necessary arrangements in place to fulfil its national policing responsibilities, and to respond to an attack requiring an armed response.

# Preventing crime and tackling anti-social behaviour



**Good**

## Prioritising prevention

Prevention is at the heart of Staffordshire Police's approach to reducing crime and keeping people safe. Force leaders have a clear vision for local policing which is understood well by the workforce. Officers and staff are given the resources and support they need to prevent crime. The force's local policing model includes dedicated neighbourhood policing teams, which are made up of officers and police and community support officers (PCSOs) assigned to focus on matters of importance in local areas. Sometimes these teams need to support officers on other duties, for example by responding to 999 or 101 calls. However, such occasions are relatively infrequent and do not detract from the force's commitment to working with local communities and external organisations to prevent crime.

Effective engagement is important to the force. Staffordshire Police's commitment to local people is set out in the approach to its engagement and is embedded through its policing plan. The force has 11 neighbourhood teams incorporating police officers, PCSOs and partnership managers (members of the force who work with external organisations to prevent crime and anti-social behaviour). As part of the transformation programme, the force is committed to increasing the number of police officers assigned to crime prevention and problem-solving duties. Further, it is about to publish a community engagement strategy, the development of which is overseen by chief officers through the community engagement board.

## Understanding communities

The force has a good understanding of its communities and assesses threats effectively using information arising from community intelligence; this approach enables the force to understand where harm is most likely to occur. Neighbourhood policing teams (NPTs) engage with their communities via a variety of community meetings, events, surgeries, and through social media. This includes the use of 'Smart Alert', a web-based mobile phone application that allows two-way communication and can provide access to crime prevention advice.

The force understands matters of importance to local people, and provides opportunities for them to influence policing priorities in their areas. The population of the force's area is ethnically diverse, and it has developed strong relationships with faith communities. These relationships enable the force to detect and respond early to community tensions when they arise. Communities can register their concerns



through PCSOs, using community contact records<sup>3</sup> to help identify any recurring matters of significance or problems, in addition to a rolling programme of local engagement called 'Meet the Commander'. This programme provides opportunities for the local policing commander and local policing team (LPT) inspector to meet directly with communities; information obtained enhances the detailed community profiles (which are produced at ward level to complement LPT engagement plans). Aside from these arrangements, the force could do more to promote its successes and to improve the feedback provided to communities on the actions undertaken to address their concerns. Local officers and staff are sufficiently well informed in relation to current and emerging threats in their communities; they are able to detect the signs of organised criminal activity and identify vulnerable individuals, and they have a positive effect on disrupting such crime.

## **Tackling crime and anti-social behaviour**

Staffordshire Police is good at tackling crime and anti-social behaviour. Since HMICFRS' 2016 effectiveness report, the force has made good progress in implementing the outcomes, scanning, analysis, response and assessment (OSARA) model for problem solving. The OSARA work is led predominantly by PCSOs and NPT officers, who have all received training and are given the time to work effectively with communities. In most areas, officers and staff use this approach to address the underlying causes of crime and anti-social behaviour, rather than solely responding to the symptoms.

We reviewed several examples of long-term problem solving, such as Operation Street Safe, which addresses the problems associated with homelessness in Stafford. We were also informed of a plan to implement preventative activity in the underground car park of a supermarket in Lichfield where external organisations such as local authorities were involved in the problem-solving process, helping the force to optimise its effect. Although the quarterly local policing performance reports include updates on OSARA plans – allowing review and scrutiny in relation to the actions undertaken to resolve such problems – the force needs to improve its use of evidence and analysis; very few problem-solving plans have been formally evaluated or assessed. As a consequence, the operational effects of the problem-solving training are unclear. To inform the day-to-day activities of officers and staff and to support improved community engagement, the force produces a weekly problem-solving document that provides information on matters such as repeat incidents by

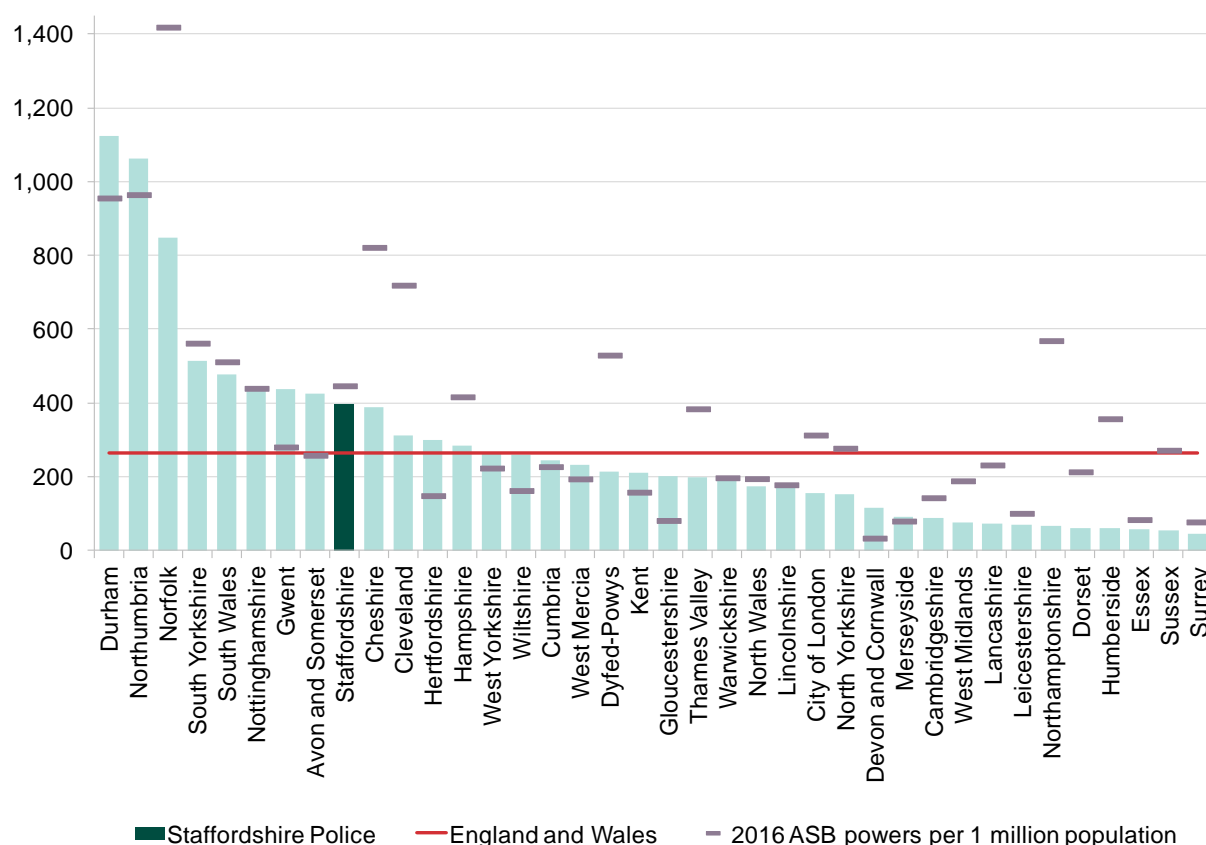
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<sup>3</sup> Each police force has a legal duty under the Police Reform and Social Responsibility Act 2011 to make arrangements to: engage with people in each neighbourhood of its force area, to obtain their views about crime and disorder; provide information about policing in local neighbourhoods; and be accountable to local communities. Staffordshire Police has developed its citizen focus toolkit to directly support this duty. To understand matters of importance to communities, officers and PCSOs complete citizen contact records to identify local problems, create problem-solving packages to deal with these problems, and hold public meetings.

location, repeat offenders and repeat victims. The force has recently re-launched the use of its citizen focus toolkit to record and document problem-solving activity; this provides the force with an overview of such activity across all its LPTs.

The force makes effective use of the powers and tactics available to help tackle crime and anti-social behaviour, including criminal prevention orders, criminal protection notices, civil injunctions and dispersal notices. The use of anti-social behaviour powers per 1,000,000 population in Staffordshire is high compared with that of England and Wales. However, their use has decreased by 11 percent when compared with the 12 months to 30 June 2016; this is consistent with the force's overall approach of combining enforcement with prevention and engagement activities. The force has provided training to relevant officers and staff in the use of these powers, including guidance on joint-working and use of the force's citizen focus toolkit.

**Figure 1: Rate of anti-social behaviour (ASB) powers per 1 million population, by force, in the 12 months to 30 June 2017<sup>4</sup>**



**Source: 2016 and 2017 HMICFRS data return**

**For further information about this data, please see annex A**

<sup>4</sup> Bedfordshire, Derbyshire, Greater Manchester, the Metropolitan Police and Suffolk forces were unable to provide any 2017 ASB use of powers data. Gloucestershire, Hertfordshire, Humberside and Merseyside forces were only able to provide partial 2017 ASB use of powers data. Greater Manchester Police was unable to provide any 2016 ASB use of powers data.

**Area for improvement**

- The force should evaluate and share effective practice routinely, both internally and with relevant external organisations, to continually improve its approach to the prevention of crime and anti-social behaviour.

# Investigating crime and reducing re-offending



**Good**

## Initial investigation

Staffordshire Police is good at most aspects of conducting initial investigations. Call-handlers assess incidents appropriately, and once officers arrive at a crime scene they take appropriate steps to identify and secure evidence as part of the 'golden hour'<sup>5</sup> following an incident. The force's crime allocation policy ensures that crime investigations are allocated to the appropriate officers and staff according to levels of risk to the victims. However, we found that in some cases there were unacceptable delays in attending incidents due to a lack of response officers. (This problem is discussed in more detail in the next chapter of this report, as some of the victims affected were vulnerable.)

Figures from the force show that in the 12 months to 30 June 2017, the National Fraud Intelligence Bureau (NFIB) referred 249 cases to the force's financial investigation unit for further investigation. A detective sergeant assesses the complexity of the investigation, the value of the loss and any information on the suspected offender(s); further allocation is based on a determination of the level of skill and experience required to conduct an effective investigation.

Although at present the force cannot conduct investigations by telephone, it has plans to establish this function in the future. Both control room operators and LPT officers can elect to investigate certain types of crime by telephone; this can be an appropriate approach and is sometimes the most efficient way of resolving less serious crimes where it is immediately apparent that there are no viable lines of enquiry. We reviewed a small sample of cases investigated on the telephone and found that in all such cases the level of investigation was appropriate, and that, in most, the necessary action was taken and recorded.

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<sup>5</sup> Golden hour refers to the time after a crime has been committed during which there is maximum potential for recovery of forensic evidence.

## Investigation quality

Investigations conducted by Staffordshire Police are generally of a satisfactory quality. Inspectors reviewed a sample of 60 files and found that the majority of investigations conducted are effective. Further dip-sampling of investigations during the fieldwork showed that the standard of investigation has improved since 2016. It is evident that investigators have regular contact and discussions with their sergeants, but these discussions are not consistently documented. This means that the quality and consistency of investigations cannot be monitored to ensure all victims receive the best service. Investigations into the most serious crimes generally receive good supervision to ensure that lines of enquiry are pursued and progress is maintained.

The force has a crime allocation policy that seeks to ensure crimes are investigated by appropriately skilled officers and staff. In 2016, HMICFRS reported on the weakness in relation to the disparities between the workloads of investigators within the two force investigation teams. There are now sufficient numbers of skilled and experienced officers and staff undertaking complex investigations, and the caseloads of investigators are manageable; crime investigations are allocated according to their associated levels of risk. Moreover, the force has identified a change to the type of demand: there has been an increase in the number of complex investigations into crimes against vulnerable people, such as child sexual exploitation, human trafficking, modern slavery and serious sexual offences. This change has resulted in an increase in the numbers of acquisitive crimes (such as burglary, theft and robbery) and assaults that are allocated to response officers who may not be suitably qualified or experienced to undertake such investigations. To maintain adequate standards of such work, response officers receive advice and assistance on those investigations from experienced and suitably qualified officers. The force is also seeking to recruit qualified detectives so that it can meet future demand.

The fraud investigation unit has introduced training for control room staff to help them identify vulnerable victims of fraud; such calls for service are initially allocated to a response officer (rather than making an immediate referral to Action Fraud), so that victims can be protected and safeguarded. The force also analyses patterns of fraud and has appointed an online crime prevention officer to provide specific advice on fraud prevention.

Since 2015, the force has achieved investigative outcomes (such as charge or no further action) that are broadly in line with that of other forces. In the 12 months to 30 June 2017, 12.5 percent of recorded crimes led to a charge. This compares to the England and Wales rate of 10.2 percent. Staffordshire were lower than England and Wales for the proportion of crimes resulting in an outcome of 'investigation complete – no suspect identified'. However, the proportion of cases where there were evidential difficulties, where the suspect was identified but the victim(s) did not support police action – 19.3 percent – is notably higher than the England and Wales

rate of 12.9 percent. This indicates that, in some cases, the force may not be pursuing a court-based or sanctioned outcome as actively as it could. Senior leaders have recognised the possibility and are exploring the reasons for the difference in performance leading to such outcomes; officers are now required to record the reasons given by a victim for their decision not to support formal action. In time, the acquisition of such information should help the force to develop a better understanding of the disparity and provide a better service to victims.

Records of victim contact are also variable and, on some occasions, there is a lack of evidence of regular updates relating to the progress of their investigations. It is clear that officers make contact with victims, but their updates are often unstructured and do not comply with the Code of Practice for Victims of Crime.<sup>6</sup>

Like several other forces, Staffordshire Police is devising new ways to seek the views of victims. The force has explored using surveys, as well as other methods to engage with those victims who cannot be reached by telephone. Once these are introduced, they will give the force a valuable source of feedback, which it can use to improve its services for victims.

The force is able to examine digital devices such as mobile phones and computers in support of investigations. An effective triage process ensures that risk assessment and judicial deadlines inform the priority and order in which such devices are examined. The force's digital forensics unit (DFU) and those investigating officers awaiting device-examination results communicate well; this helps to ensure that important deadlines are not missed. The force prioritises device-examination based on the urgency of investigations, and the average delay for such examination has improved since the inspection in 2016.

## **Reducing re-offending**

Staffordshire Police needs to improve the way in which it reduces re-offending. There is no force-level oversight or understanding of how those suspected of committing a crime, or those who are wanted, are pursued. Outstanding offenders are managed locally. The result of this weakness is that the public may be exposed to risk, as other police forces are not able to help find or apprehend these suspects and offenders. However, once suspects and offenders are placed on the Police National Computer (PNC) they are managed more effectively, and officers and staff are focused on locating and arresting them.

The force identifies and manages arrested foreign nationals effectively. It shares protocols with Immigration Enforcement to check their identities and nationalities, and to consider options for the removal or deportation of those who have committed

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<sup>6</sup> *Code of Practice for Victims of Crime*, Ministry of Justice, 2015. Available from: [www.gov.uk/government/publications/the-code-of-practice-for-victims-of-crime](http://www.gov.uk/government/publications/the-code-of-practice-for-victims-of-crime)

serious crimes or who pose a threat to communities. Most arrested foreign nationals are subject to checks conducted by the force for overseas convictions; this helps it to understand and manage the risks they may pose.

Through the integrated offender management (IOM) programme, the force works well with external organisations, such as the probation service, to tackle the criminal behaviour of prolific offenders. Neighbourhood officers also contribute to the management of offenders in the community. The IOM programme has had some success in achieving sustained re-offending reductions in Staffordshire: 23.0 percent of the IOM cohort reoffended in the 12 months to 30 June 2017, compared to an England and Wales average of 36.6 percent. In 2016, the IOM programme was extended beyond its previous focus upon offenders who commit acquisitive crimes, to include those involved with organised crime groups and domestic abusers. (The inclusion of domestic abusers on this programme was a pilot at the time of our inspection and is currently the subject of an evaluation.) Gang-involved offenders now make up approximately 40 percent of the total IOM cohort, and this proportion has prompted the force to introduce new diversion initiatives: one example is the Ruff Diamond project run in partnership with the military. IOM officers and staff demonstrated a commitment to pursuing offenders who fail to conform to the conditions of their release or supervision orders.

#### **Areas for improvement**

- The force should understand better the reasons that a high proportion of crimes fall into the category of 'evidential difficulties: victim does not support police action', and take measures to ensure that it is pursuing justice on behalf of victims of crime.
- The force should ensure that it is fully compliant with the Code of Practice for Victims of Crime.
- The force needs to improve its oversight and understanding of those wanted for criminal offences, ensuring they are circulated on the Police National Computer and actively sought.

# Protecting vulnerable people and supporting victims



Requires improvement

## Identifying vulnerability

Staffordshire Police currently uses the definition of vulnerability as set out in the Code of Practice for Victims of Crime,<sup>7</sup> although it plans to adopt the College of Policing definition.<sup>8</sup> We found that frontline officers and staff are able to demonstrate a sound understanding of how to identify people who are vulnerable through their age, disability, or because they have been subjected to repeated offences, or are at high risk of abuse, for example. However, they did not refer to a specific definition. The introduction of the College of Policing definition is an ideal opportunity for the force to raise the profile of vulnerability and improve understanding across the workforce. Nevertheless, Staffordshire Police has a good understanding of the nature and scale of vulnerability in the force area. The force has conducted detailed research into victims who are vulnerable and particularly prone to victimisation (such as through trafficking and forced labour), helping it to detect where harm is concentrated and the forms of exploitation. For example, to support the effective joint commissioning of services, the police and crime commissioner (PCC) commissioned research to explore the nature and scale of domestic abuse in Staffordshire.

The force needs to improve the consistency with which it identifies vulnerable people at the first point of contact. The force fails to answer up to 10 percent of non-emergency 101 calls per day. All callers who attempt to contact the force using the 999 number and then terminate their call before it is answered receive a call back from an operator, and callers to the 101 number are informed by an automated system of the estimated call-waiting time, together with information on alternative means of contact. All call handlers have been trained in the national risk assessment

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<sup>7</sup> “You are eligible for enhanced entitlements under this Code as a vulnerable victim if: (a) You are under 18 years of age at the time of the offence; or (b) The quality of your evidence is likely to be affected because: 1) You suffer from mental disorder within the meaning of the Mental Health Act 1983; 2) You otherwise have a significant impairment of intelligence and social functioning; or 3) You have a physical disability or are suffering from a physical disorder.”

<sup>8</sup> The College of Policing defines vulnerability as: A person is vulnerable if as a result of their situation or circumstances, they are unable to take care of or protect themselves or others from harm or exploitation.



tool known as THRIVE,<sup>9</sup> and when we listened to sample calls, we found that operators applied this method in a consistent and effective way. However, the results of THRIVE assessments are not always recorded on incident logs; important information may be missing, and the force cannot ensure there is a complete record of the circumstances for reference during future contacts. Additional information is available to help call handlers assess whether a caller is vulnerable through an application called 'active intelligence'; this enables the handler to examine previous calls to provide an indication of repeating or increasing vulnerability.

## Initial response

HMICFRS found delays in the force's response to some calls for service. Data provided by the force during the inspection identified that between 30 and 50 percent of incidents to which a unit should have been sent within 24 hours were not attended within the stated period. These incidents included reports of domestic abuse. Although in most cases a decision to delay a response was appropriate, we found that once lodged in a queue these incidents were no longer subject to active supervision, nor were they re-assessed for changes in risk. We also found some examples of inappropriate decisions to delay the response, including one failure to pursue an arrest. The force has plans in place to rectify this weakness, which include the introduction of an incident resolution centre. This will be used for overseeing all delayed calls for service, but as an interim measure the force has assigned the duties of some sergeants to the contact centre. When officers attend incidents, however, they provide a good initial response to those involving vulnerable people.

The force uses a standardised tool called the domestic abuse incident log (DIAL) to assess the harm faced by domestic abuse victims. We found that frontline officers and supervisors understood the importance of this assessment tool and that the process was routinely used at domestic abuse-related incidents. Sergeants thoroughly scrutinise the DIAL reports, and we found examples of them adjusting the risk rating (a process which is referred to as 'stepping up'). DIAL reports are also subject to 'triple lock' supervision scrutiny, firstly by frontline supervisors, secondly by officers and staff assigned to vulnerability hubs in local policing teams (see below) and thirdly through daily reviews by the multi-agency safeguarding hub (MASH)<sup>10</sup>

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<sup>9</sup> The threat, harm, risk, investigation, vulnerability and engagement (THRIVE) model is used to assess the appropriate initial police response to a call for service. It allows a judgment to be made of the relative risk posed by the call and places the individual needs of the victim at the centre of that decision.

<sup>10</sup> A multi-agency safeguarding hub (MASH) brings together into a single location the main safeguarding agencies to identify better any risks to children (and in some areas, vulnerable adults), and improve decision-making, interventions, and outcomes. The MASH enables the multi-agency team to share all appropriate information in a secure environment, and ensure that the most appropriate response is provided to safeguard and protect the individual effectively.

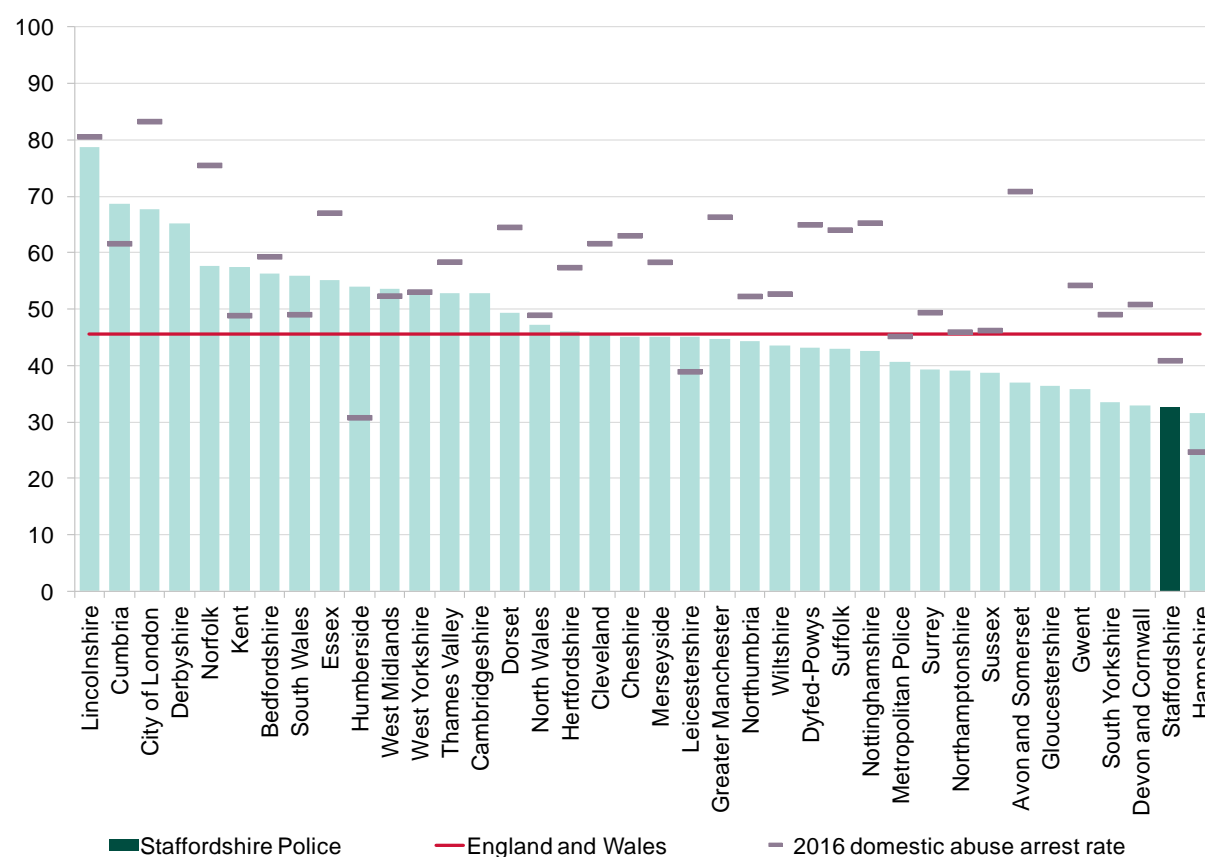
where appropriate. This provides the force with the confidence that victims are receiving the support they need. Furthermore, we found that officers act promptly to protect domestic abuse victims.

Response officers routinely use body-worn video cameras to record evidence; this is necessary for the force to pursue justice even in cases where the victim is reluctant to support police action (if, for example, they are vulnerable or intimidated). Frontline officers have immediate access to other organisations that can provide help to victims in crisis, including charities and housing providers.

Several mechanisms are in place to ensure the effective longer-term safeguarding of vulnerable people with whom the force has come into contact. Each local policing area in Staffordshire has a vulnerability hub (a team whose role is one of multi-agency co-ordination and joint activities to keep vulnerable people safe, and to tackle local crime and anti-social behaviour). Staff are responsible for assessing calls for service to ensure that indicators of vulnerability have been correctly identified, and supervisors are responsible for checking that vulnerable people receive the required service. The force plays a leading role in the MASH, which incorporates staff from several agencies who are co-located to maximise opportunities for sharing information. Effective care programmes are developed for vulnerable victims who need support, and a referral is made to relevant partner agencies where appropriate. Details of each care programme are accessible through an ICT platform called Guardian, which provides officers and staff with access to full case histories to support effective decision making and safeguarding.

The rate of arrest for domestic abuse offences can provide an indication of a force's approach to handling domestic abuse offenders. Although for the purpose of this calculation arrests are not linked directly to offences, a high arrest rate may suggest that a force prioritises arrests for domestic abuse offenders over other potential forms of action (for further information, please see annex A). HMICFRS has evaluated the arrest rate alongside other measures during our inspection process to understand how each force deals with domestic abuse overall.

**Figure 3: Domestic abuse arrest rate (per 100 domestic abuse-related offences), by force, in the 12 months to 30 June 2017<sup>11, 12</sup>**



**Source: 2016 and 2017 HMICFRS data return, 2016 and 2017 Home Office domestic abuse crime data<sup>13</sup>**

**For further information about this data, please see annex A**

The force arrests a low proportion of domestic abuse suspects. For the 12 months to 30 June 2017, the domestic abuse arrest rate decreased by 20.7 percent when compared to the 12 months to 30 June 2016 (from 40.9 arrests per 100 domestic abuse-related offences to 32.4 arrest per 100 domestic abuse-related offences). This compares to an England and Wales rate of 45.5 arrests per 100 domestic abuse-related offences in the 12 months to 30 June 2017. Research by the force indicates that some of its recording practices may have affected the accuracy of this figure. Nevertheless, it should increase its understanding of the data to ensure it can provide the best possible service to domestic abuse victims.

<sup>11</sup> Durham, Lancashire, Warwickshire and West Mercia forces were unable to provide 2017 domestic abuse arrest data. Cambridgeshire, Derbyshire, Durham and Gloucestershire forces were unable to provide 2016 domestic abuse arrest data.

<sup>12</sup> North Yorkshire Police was unable to provide comparable domestic abuse arrest data. Therefore, it has been removed from the graph. For further information, please see annex A.

<sup>13</sup> The Home Office has provided HMICFRS with data on domestic abuse-related offences recorded in the 12 months to 30 June 2017. These data are more recent than those published by the Office for National Statistics.

## **Mental health**

Staffordshire Police recognises the changing role of the police in supporting people with mental health conditions, and has improved its joint working arrangements so that it can provide a better service. Officers and staff in the control room have received training in identifying and dealing with callers with mental health conditions, and now demonstrate a good understanding of the importance of taking immediate action where necessary to protect such people. Call handlers have direct access to the advice and assistance of community psychiatric nurses (CPNs) through a mental health triage scheme; this arrangement helps them to understand the circumstances faced by those with mental health problems and, as a result, how to resolve incidents promptly and professionally. Good processes are in place between the force and the mental health trust for assessing risk, and these enable officers and staff to make effective decisions.

Frontline officers and staff appear to be appreciative of the role played by the NHS in helping to resolve incidents involving people affected by poor mental health. CPNs work alongside frontline officers in response vehicles with access to NHS databases; they are able to frequently resolve incidents and then avoid the need for the use of officers' powers of detention. Data provided by the force showed that in the last 12 months, the number of occasions in which officers used legal powers to detain individuals with mental health problems fell by 30 percent.

## **Investigating crimes involving vulnerable people**

The force generally investigates crimes involving vulnerable victims to a good standard. There is an expectation that investigators record both the investigation plans and the arrangements decided with victims, to support them through the process. On most occasions, investigations are allocated to specialist officers and staff and they receive appropriate levels of training and supervision from more senior investigators, with regular opportunities for continuing professional development. We found a small number of child abuse investigations that were being conducted by detectives who had yet to receive the appropriate training. Although this approach presents risks, we found that accredited officers direct such investigations and are responsible for the conduct of statutory multi-agency activity. We also verified that the workloads carried by specialist detectives are manageable and that welfare checks are conducted in support of their wellbeing. As a result, we are reassured of the force's ability to conduct high-quality investigations and to provide tailored support to victims.

The force makes some use of legal powers to protect victims of domestic abuse such as domestic violence protection notices (DVPNs) and orders (DVPOs).<sup>14</sup> For the 12 months to 30 June 2017, the rate of DVPOs granted per 100 domestic abuse-related offences in Staffordshire is above the rate for England and Wales. The number of DVPOs applied for and granted has also increased since 2016. In the 12 months to 30 June 2017, 40 'right to know' applications were made in Staffordshire under Clare's Law<sup>15</sup>; of these, 30 resulted in a disclosure.

The force needs to improve its approach to managing registered sex offenders through the multi-agency public protection arrangements (MAPPA).<sup>16</sup> Although the force has increased staffing levels in its offender management unit since 2016 (and, as a result, the workloads of those situated in these units are now more manageable), we found a backlog of 260 visits that had yet to be carried out. Risk assessments on such offenders are conducted using the nationally-recognised ARMS<sup>17</sup> model, and external agencies are involved in the process. We noted that local officers and PCSOs are aware of high-risk offenders living in their communities. Robust procedures are in place for dangerous offenders who breach the restrictions placed upon them. The enforcement of this is part of the handover at daily management meetings until the offender is arrested.

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<sup>14</sup> DVPNs may be issued by an authorised police officer to prevent a suspected perpetrator from returning to a victim's home and/or contacting the victim. Following the issue of the DVPN the police must apply to magistrates for a DVPO. The DVPO will be granted for a period of up to 28 days.

<sup>15</sup> The Domestic Violence Disclosure Scheme, often referred to as Clare's Law, enables the police to disclose information about a partner's previous history of domestic violence or violent acts.

<sup>16</sup> Multi-agency public protection arrangements (MAPPA) are in place to ensure the successful management of violent and sexual offenders. Agencies involved as responsible bodies include the police, probation trusts and prison service. Other agencies may become involved, for example the Youth Justice Board will be responsible for the care of young offenders.

<sup>17</sup> ARMS: active risk management system for sex offenders. This allows officers to prioritise the work that needs to be done to manage the offender effectively in the community, taking into account the offender's current circumstances.

## Partnership working

Staffordshire Police has effective, well-developed relationships with external 'partner' organisations such as the local authority and support agencies,<sup>18</sup> which enable it to support vulnerable people and address the needs of victims. The force has established processes in place to analyse data and share information about vulnerable people with other safeguarding agencies. This exchange of information takes place at different contact points, including the MASH, in mental health triage and in the vulnerability hubs that connect service providers with local policing teams.

An established multi-agency risk assessment conference (MARAC)<sup>19</sup> process is in place. We reviewed the MARAC process and found the system to be effective.

### Areas for improvement

- The force should improve its service to vulnerable people, particularly domestic abuse victims, when officers are unable to attend or when their attendance is delayed. This should include the re-assessment of the risks that victims face so that their safeguarding support can be prioritised.
- The force should improve its understanding of the reasons for, and take appropriate action to address, both the declining arrest and charge/summons rates in domestic abuse cases, and the high rate of crimes related to domestic abuse which fall into the category 'evidential difficulties; victim does not support police action'.
- The force should ensure that the risks posed by registered sex offenders are managed effectively.

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<sup>18</sup> Support agencies such as social services, housing providers, health providers.

<sup>19</sup> A multi-agency risk assessment conference (MARAC) is a meeting where information is shared on the highest risk domestic abuse cases between representatives of local police, health, child protection, housing practitioners, independent domestic violence advisors, probation and other specialists from the statutory and voluntary sectors.

## Tackling serious and organised crime



**Good**

### Understanding threats

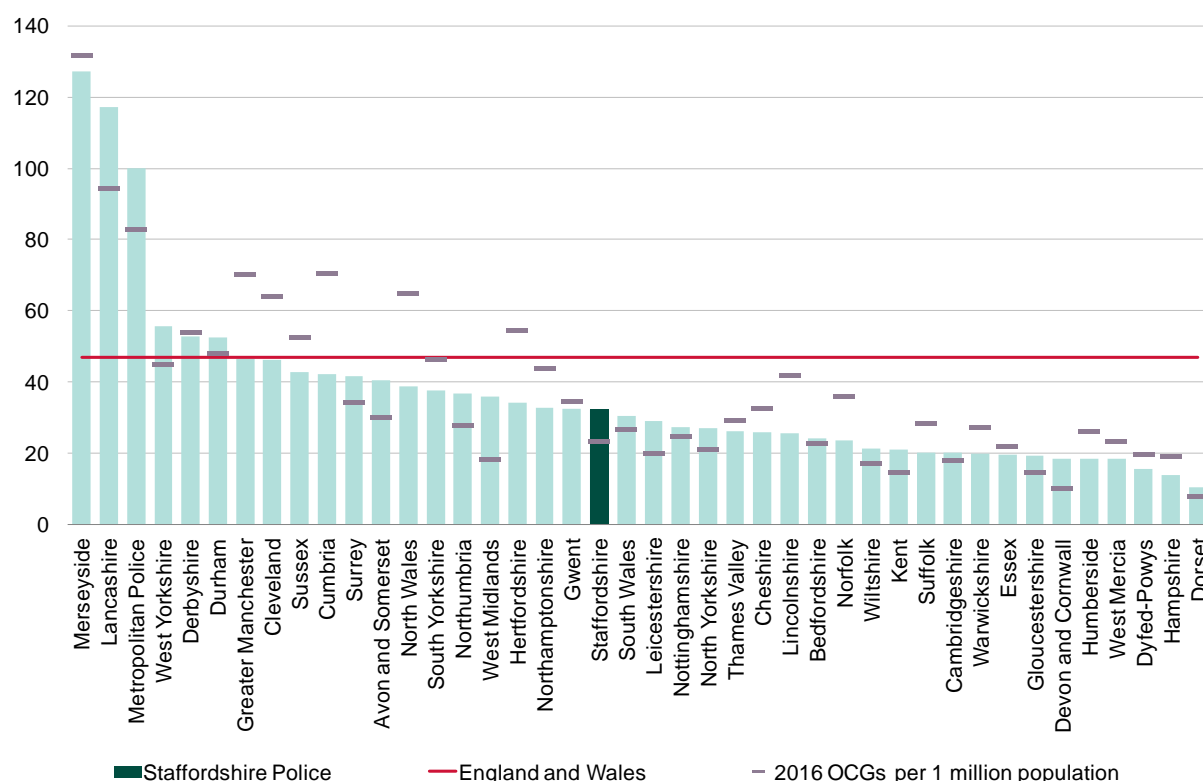
Since HMICFRS' 2016 effectiveness report, Staffordshire Police has improved its understanding of the threat posed by serious and organised crime. The force now uses structured methods to assess the threats posed to its communities by organised crime groups (OCGs). These include the comprehensive use of MoRILE<sup>20</sup> for making strategic and tactical assessments. Local profiles have now been developed in conjunction with external organisations that enhance understanding and inform collaborative activity aimed at reducing the threat. The detailed local profiles are used to identify new risks, such as modern slavery and child sexual exploitation. Local policing teams rely on them to enhance intelligence-gathering activity, and for a better understanding of serious and organised crime at a local level.

The force is good at identifying OCGs. It takes proactive steps to search for organised criminal activity, and there is an effective process with the regional organised crime unit (ROCU) for identifying OCGs and ensuring all available intelligence is used to support their categorisation. Individuals identified as being involved in serious and organised crime are flagged on the force intelligence system and plans are put in place to respond accordingly. New OCGs are properly assessed as soon as they have been identified, in a process known as organised crime group mapping. As at July 2017, the number of OCGs per 1 million population mapped by Staffordshire Police was slightly below the rate for England and Wales. The force still has a predominance of OCGs linked to drug supply, although this is countered by the fact that many of those OCGs have secondary criminal activities, such as violence, exploitation, money laundering and serious acquisitive crime.

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<sup>20</sup> The 'management of risk in law enforcement' process (developed by the National Police Chiefs' Council) is used to assess the types of crimes which most threaten communities, and to highlight where the force does not currently have the capacity or capability to tackle them effectively.

**Figure 4: Rate of organised crime groups (OCGs) per 1 million population, by force, as at 1 July 2017<sup>21</sup>**



**Source: 2016 and 2017 HMICFRS data return**

**For further information about this data, please see annex A**

## Disrupting and investigating serious and organised crime

Staffordshire Police works well with external organisations to tackle the threat of serious and organised crime. The force is making good progress in addressing the areas for improvement identified in HMICFRS' 2016 effectiveness report, in relation to a more consistent use of the '4P' structure – pursue, prevent, prepare and protect.<sup>22</sup> Several co-working agencies contributed to the data contained in the force's serious and organised crime profile, and many of these organisations attended the force's profile launch event in July 2017. This resulted in additional actions being decided upon for these agencies, using the serious and organised

<sup>21</sup> The City of London Police has been removed from the graph as its organised crime group data are not comparable with other forces due to its size and its wider national remit. For further information, please see annex A.

<sup>22</sup> 4Ps provides a national framework for tackling serious and organised crime that has been developed for national counter-terrorist work and has four thematic pillars, often referred to as the 4Ps: Pursue – prosecuting and disrupting people engaged in serious and organised crime; Prevent – preventing people from engaging in serious and organised crime; Protect – increasing protection against serious and organised crime; Prepare – reducing the impact of this criminality where it takes place.



crime profiles to assist in a co-ordinated and multi-agency approach. Capable lead responsible officers (LROs) take responsibility for tackling OCGs over the long-term, and they develop their plans with the local community safety partnerships (CSPs). In addition, the chairs of the LROs and the CSPs are in the process of deciding upon a consistent approach to the oversight of the force's joint work with external agencies in tackling organised crime activity. A structure and process has been tried in Cannock, and is being adopted as the preferred model by the other CSPs in the county.

The force has tried to develop the LRO role through both regional and local training days. LROs exploit a range of tactics, including those provided by the ROCU, such as specialist surveillance and undercover policing. The LROs have been given guidance, which provides a full range of methods for disruption, and incorporates national best practice. Local officers and staff appear to be sufficiently well informed to identify both the signs of OCG activity and of vulnerable people. A process for identifying cuckooing<sup>23</sup> has been developed in conjunction with the ROCU, and is having a demonstrably positive effect on disrupting drug supply into Staffordshire.

## **Preventing serious and organised crime**

Staffordshire Police is proactive in identifying those individuals who may be vulnerable to being drawn into serious and organised crime and/or gang activity. Staffordshire Police uses a variety of force-wide diversionary programmes to provide gang and OCG members with a route out of crime; this is particularly effective in the north of the county, where young affected individuals are referred to the gang unit. Once a young person has been identified as being involved in a gang, they are monitored to assess whether further interventions are needed to divert them from offending or continued membership. The force also has initiatives in place aimed at identifying and supporting others at risk, such as the younger siblings of organised criminals. Structured media campaigns are used to support force activity through highlighting the risks of becoming involved in, or being the victim of, serious and organised crime groups; this includes a serious and organised crime newsletter, available to the force and external interested parties.

The force works collaboratively with the ROCU and the prison service to ensure that OCG members serving prison sentences are monitored, and that appropriate conditions are applied upon their release. Local policing teams are also made aware of the release of harmful criminals so they can manage them effectively in the community. In the 12 months to 30 June 2017, the force made use of two serious crime prevention orders (SCPOs). This represents 2.7 SCPOs per 100 OCGs (active and archived) which is in line with rate of applications made by other forces.

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<sup>23</sup> Cuckooing is a form of criminal behaviour in which drug dealers take over the home of a vulnerable person in order to use it as a base for drug dealing.

# Specialist capabilities

## Ungraded

### National policing responsibilities

*The Strategic Policing Requirement (SPR)*<sup>24</sup> specifies six national threats: terrorism, cyber-crime, public order, civil emergencies, child sexual abuse and serious and organised crime.

Staffordshire Police has the necessary arrangements in place to ensure that it can fulfil its national policing responsibilities. The force has assessed its capability to respond to the six national threats included in the SPR.

Responsibility for the threats rests with an assistant chief constable. This officer works closely with the local resilience forum, a statutory body bringing together emergency services and other organisations that are responsible for civil contingencies in Staffordshire and Stoke-on-Trent. We found this to be an effective means of identifying risks, engaging the workforce and developing the skills and experience the force requires. The force's progress is also subject to close scrutiny by the police and crime commissioner.

A regular programme of training exercises has been established. This is run in conjunction with other emergency services, the health service and other organisations. Recent training exercises have tested the force's ability to respond to major incidents in sporting venues and theme parks in the area.

### Firearms capability

HMICFRS considered how well forces were prepared to manage firearms attacks in our 2016 effectiveness reports. Subsequent terrorist attacks in the UK and Europe have meant that the police service maintains a firm focus on armed capability in England and Wales.

It is not just terrorist attacks that place operational demands on armed officers. The threat can include the activity of organised crime groups or armed street gangs and all other crime involving guns. *The Code of Practice on Police Use of Firearms and*

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<sup>24</sup> The SPR is issued annually by the Home Secretary. It sets out the latest national threats and appropriate national policing capabilities required to counter them. National threats require a co-ordinated or aggregated response from police forces, national agencies or other partners. *The Strategic Policing Requirement*, Home Office, March 2015. Available from: [www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/417116/The\\_Strategic\\_Policing\\_Requirement.pdf](http://www.gov.uk/government/uploads/system/uploads/attachment_data/file/417116/The_Strategic_Policing_Requirement.pdf)

*Less Lethal Weapons*<sup>25</sup> makes forces responsible for implementing national standards of armed policing. The code stipulates that a chief officer be designated to oversee these standards. This requires the chief officer to set out the firearms threat in an armed policing strategic threat and risk assessment (APSTRA). The chief officer must also set out clear rationales for the number of armed officers (armed capacity) and the level to which they are trained (armed capability).

Staffordshire Police has a good understanding of the potential harm facing the public; its APSTRA conforms to the requirements of the code and the College of Policing guidance.<sup>26</sup> The force last reviewed its APSTRA in March 2017. We found that the designated chief officer scrutinises the APSTRA closely and formally approves its content, which includes the levels of armed capability and capacity that the threats require. These decisions and the rationale on which they are based are clearly auditable.

However, there is one area where we consider the APSTRA could be improved: too little is known about how rapidly armed response vehicles (ARVs) attend firearms incidents. Collecting data on the time taken for ARVs to attend incidents is important, as it helps a force to know whether it has sufficient armed officers to meet operational demands.

The force has begun a programme to increase the number of ARV officers. HMICFRS found that a clear justification for this decision had been set out in the force APSTRA.

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<sup>25</sup> *Code of Practice on Police Use of Firearms and Less Lethal Weapons*, Home Office, 2003.

<sup>26</sup> College of Policing authorised professional practice on armed policing available at: [www.app.college.police.uk/app-content/armed-policing/?s](http://www.app.college.police.uk/app-content/armed-policing/?s)

## Annex A – About the data

The information presented in this report comes from a range of sources, including data published by the Home Office, the Office for National Statistics, inspection fieldwork and data collected directly from all 43 geographic police forces in England and Wales.

Where HMICFRS collected data directly from police forces, we took reasonable steps to agree the design of the data collection with forces and with other interested parties such as the Home Office. We gave forces several opportunities to quality assure and validate the data they provided us, to ensure the accuracy of the evidence presented. For instance:

- Data that forces submitted were checked and queried with those forces where data were notably different from other forces or were internally inconsistent.
- All forces were asked to check the final data used in the report and correct any errors identified.

The source of the data is presented with each figure in the report, and is set out in more detail within this annex. The source of Force in numbers data is also set out below.

## Methodology

### Data in the report

British Transport Police was outside the scope of inspection. Any aggregated totals for England and Wales exclude British Transport Police data, so will differ from those published by the Home Office.

Where other forces have been unable to supply data, this is mentioned under the relevant sections below.

### Population

For all uses of population as a denominator in our calculations, unless otherwise noted, we use Office for National Statistics (ONS) mid-2016 population estimates. These were the most recent data available at the time of the inspection.

For the specific case of City of London Police, we include both resident and transient population within our calculations. This is to account for the unique nature and demographics of this force's responsibility.

## **Survey of police staff**

HMICFRS surveyed the police workforce across forces in England and Wales, to understand their views on workloads, redeployment and the suitability of assigned tasks. This survey was a non-statistical, voluntary sample which means that results may not be representative of the workforce population. The number of responses varied between 16 and 1,678 across forces. Therefore, we treated results with caution and used them for identifying themes that could be explored further during fieldwork rather than to assess individual force performance.

## **Ipsos MORI survey of public attitudes towards policing**

HMICFRS commissioned Ipsos MORI to survey attitudes towards policing between 21 July and 15 August 2017. Respondents were drawn from an online panel and results were weighted by age, gender and work status to match the population profile of the force area. The sampling method used is not a statistical random sample and the sample size was small, varying between 300 and 321 individuals in each force area. Therefore, any results provided are only an indication of satisfaction rather than an absolute.

The findings of this survey are available on our website:

[www.justiceinspectorates.gov.uk/hmicfrs/data/peel-assessments](http://www.justiceinspectorates.gov.uk/hmicfrs/data/peel-assessments)

## **Review of crime files**

HMICFRS reviewed 2,700<sup>27</sup> police case files across crime types for:

- theft from person;
- rape (including attempts);
- stalking;
- harassment;
- common assault;
- grievous bodily harm (wounding);
- actual bodily harm.

Our file review was designed to provide a broad overview of the identification of vulnerability, the effectiveness of investigations and to understand how victims are treated through police processes. We randomly selected files from crimes recorded between 1 January 2017 and 31 March 2017 and assessed them against several

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<sup>27</sup> 60 case files were reviewed in each force, with the exception of the Metropolitan Police Service, West Midlands Police and West Yorkshire Police where 90 case files were reviewed.

criteria. Due to the small sample size of cases selected per force, we did not use results from the file review as the sole basis for assessing individual force performance, but alongside other evidence gathered.

## **Force in numbers**

A dash in this graphic indicates that a force was not able to supply HMICFRS with data or the data supplied by the forces were not comparable.

### **Calls for assistance (including those for domestic abuse)**

These data were collected directly from all 43 geographic police forces in England and Wales. In 2017, the data requested from forces contained a different breakdown of occurrences where the police were called to an incident.

### **Recorded crime and crime outcomes**

These data are obtained from Home Office police recorded crime and outcomes data tables for the 12 months to 30 June 2017 and are taken from the October 2017 Home Office data release, which is available from:

[www.gov.uk/government/statistics/police-recorded-crime-open-data-tables](http://www.gov.uk/government/statistics/police-recorded-crime-open-data-tables)

Total police-recorded crime includes all crime, except fraud offences, recorded by all police forces in England and Wales. Home Office publications on the overall volumes and rates of recorded crime and outcomes include British Transport Police, which is outside the scope of this HMICFRS inspection. Therefore, England and Wales rates in this report will differ from those published by the Home Office.

Data referring to police-recorded crime should be treated with care, as recent increases may be attributed to the renewed focus on the quality and compliance of crime recording since HMICFRS' national inspection of crime data in 2014.

Suffolk Constabulary was unable to submit 2017 outcomes data to the Home Office due to data quality issues, relating to the changing of its crime recording system to Athena. Therefore Suffolk Constabulary has been excluded from the England and Wales figure.

Other notable points to consider when interpreting outcomes data are listed below.

- Crime outcome proportions show the percentage of crimes recorded in the 12 months to 30 June 2017 that have been assigned each outcome. This means that each crime is tracked or linked to its outcome. Therefore these data are subject to change, as more crimes are assigned outcomes over time.

- Under the new framework, 37 police forces in England and Wales provide outcomes data through the Home Office data hub (HODH) on a monthly basis. All other forces provide these data via a manual return also occurring on a monthly basis.
- Leicestershire, Staffordshire and West Yorkshire forces participated in the Ministry of Justice's out of court disposals pilot. This means they no longer issued simple cautions or cannabis/khat warnings and they restrict their use of penalty notices for disorder as disposal options for adult offenders, as part of the pilot. These three pilot forces continued to operate in accordance with the pilot conditions since the pilot ended in November 2015. Other forces subsequently also limited their use of some out of court disposals. Therefore, the outcomes data should be viewed with this in mind.
- Direct comparisons should not be made between general crime outcomes and domestic abuse-related outcomes. Domestic abuse-related outcomes are based on the number of outcomes for domestic-abuse related offences recorded in the 12 months to 30 June 2017, irrespective of when the crime was recorded. Therefore, the domestic abuse-related crimes and outcomes recorded in the reporting year are not tracked, whereas the general outcomes are tracked.
- For a full commentary and explanation of outcome types please see Crime Outcomes in England and Wales: year ending March 2017, Home Office, July 2017. Available from:  
[www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/633048/crime-outcomes-hosb0917.pdf](http://www.gov.uk/government/uploads/system/uploads/attachment_data/file/633048/crime-outcomes-hosb0917.pdf)

## **Anti-social behaviour**

These data are obtained from Office for National Statistics data tables (year ending 31 March 2017), available from:

[www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/datasets/policeforceareadatatables](http://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/datasets/policeforceareadatatables)

All police forces record incidents of anti-social behaviour (ASB) reported to them in accordance with the provisions of the National Standard for Incident Recording (NSIR). Forces record incidents under NSIR in accordance with the same victim-focused approach that applies for recorded crime, although these data are not subject to the same quality assurance as the main recorded crime collection.

Incident counts should be interpreted as incidents recorded by the police, rather than reflecting the true level of victimisation. Other agencies also deal with ASB incidents (for example, local authorities and social landlords), but incidents reported to these agencies will not generally be included in police data.

When viewing this data the reader should be aware that Warwickshire Police had a problem with its incident recording. For a small percentage of all incidents reported during 2015-16 the force could not identify whether these were ASB or other types of incident. These incidents have been distributed pro rata for Warwickshire, so that two percent of ASB incidents in the reporting year for 2015-16 is estimated.

## **Domestic abuse**

Data relating to domestic abuse-flagged offences is obtained through the Home Office for the 12 months to 30 June 2017. These are more recent data than those previously published by Office for National Statistics. The Home Office collects these data regularly and requires all forces to record accurately and flag domestic abuse crimes. Domestic abuse flags should be applied in accordance with the Home Office Counting Rules<sup>28</sup> to ensure consistency across forces, and within published data sets.

Data relating to domestic abuse arrests and outcomes were collected directly from all 43 geographic police forces in England and Wales.

Further information about the domestic abuse statistics and recent releases is available from:

[www.ons.gov.uk/releases/domesticabuseinenglandandwalesyearendingmarch2017](http://www.ons.gov.uk/releases/domesticabuseinenglandandwalesyearendingmarch2017)

When viewing this data the reader should be aware that North Yorkshire Police was unable to give the Home Office comparable data on domestic abuse-flagged crimes. The force extracted data for HMICFRS on the powers and outcomes used to deal with these offences by using an enhanced search. This search examined additional factors (such as the victim / suspect relationship) and included a keyword search to identify additional domestic abuse crimes which may not have been flagged. The force used a simpler search, which identified domestic abuse crimes by flagging alone, to extract data it supplied to the Home Office. As North Yorkshire Police's data on domestic abuse are not comparable with other forces, we have excluded the data.

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<sup>28</sup> Home Office Counting Rules are rules in accordance with which crime data – required to be submitted to the Home Secretary under sections 44 and 45 of the Police Act 1996 – must be collected. They set down how the police service in England and Wales must record crime, how crimes must be classified according to crime type and categories, whether and when to record crime, how many crimes to record in respect of a single incident and the regime for the re-classification of crimes as no-crimes.



## **Organised crime groups (OCGs)**

These data were collected directly from all 43 geographic police forces in England and Wales. City of London Police is excluded from the England and Wales rate as its OCG data are not comparable with other forces due to size and its wider national remit.

As at 1 July 2017 City of London Police had recorded 46 OCGs. However during the inspection we found that only six OCGs were within the force's geographical area and the remaining 40 were part of the National Fraud Intelligence Bureau's remit.

## **Figures in the report**

Not all forces' reports will contain all the figures we mention in the sections below. This is because some forces' data was incomplete or not comparable with England and Wales data, and in 2017 HMICFRS undertook risk-based inspections. More details about our risk-based approach can be found here:

[www.justiceinspectorates.gov.uk/hmicfrs/peel-assessments/how-we-inspect/2017-peel-assessment/#risk-based](http://www.justiceinspectorates.gov.uk/hmicfrs/peel-assessments/how-we-inspect/2017-peel-assessment/#risk-based)

### **Rate of anti-social behaviour (ASB) powers per 1 million population, by force, in the 12 months to 30 June 2017**

These data were collected directly from all 43 geographic police forces in England and Wales. HMICFRS collected data on anti-social behaviour powers, including:

- criminal behaviour orders;
- community protection notices;
- civil injunctions;
- dispersal orders.

Together these powers form the anti-social behaviour (ASB) powers considered in this report.

The Crime and Policing Act 2014 introduced ASB powers which can be applied by both local authorities and the police. The ASB powers data provided in this report covers police data. Therefore, results should be treated with caution as they may not include instances where local authorities exercised these powers.

When viewing this data the reader should be aware of the following:

- Bedfordshire Police, Greater Manchester Police and the Metropolitan Police Service were unable to provide data on anti-social behaviour powers as the data are not held centrally within each force.

- Greater Manchester Police was unable to provide any 2016 ASB use of powers data. Greater Manchester Police intends for its new integrated operational policing system to incorporate recording of ASB powers.
- Suffolk Constabulary was only able to provide data for the southern area of the force in 2017. Therefore its data are excluded.
- The forces highlighted above are not included in the figure or in the calculation of the England and Wales rate.
- Gloucestershire, Hertfordshire, Humberside and Merseyside forces were only able to provide partial 2017 ASB use of powers data.
- Gloucestershire Constabulary and Hertfordshire Constabulary were unable to obtain data regarding the number of civil injunctions as their local authorities lead the application of these.
- Humberside Police was unable to provide data on community protection notices and civil injunction notices as its local authorities lead the application of these. The force does not collect data on criminal behaviour orders and dispersal orders.
- Merseyside Police was unable to provide data on dispersal orders as these orders are attached to individual crime files.

**Proportion of investigations where action was taken, by force, for offences recorded in the 12 months to 30 June 2017**

Please see 'Recorded Crime and Crime Outcomes' above.

Suffolk Constabulary was unable to provide 2017 crime outcomes data. Dorset Police was unable to provide 2016 crime outcomes data. Therefore, these forces' data are not included in the figure.

Dorset Police was unable to provide 2016 crimes outcome data, because it had difficulty with the recording of crime outcomes for the 12 months to 30 June 2016. This was due to the force introducing the Niche records management system in spring 2015. Problems with the implementation of Niche meant that crime outcomes were not reliably recorded.

**Domestic abuse arrest rate (per 100 domestic abuse-related offences), by force, in the 12 months to 30 June 2017**

Please see 'Domestic abuse' above.

- The arrest rate is calculated using a common time period for arrests and offences. It is important to note that each arrest is not necessarily directly linked to its specific domestic abuse offence recorded in the 12 months to 30 June 2017 in this calculation. It is also possible to have more than one arrest

per offence. In addition, the reader should note the increase in police-recorded crime which affected the majority of forces over the last year. This may mean arrest rates are higher than the figures suggest. Despite this, the calculation still indicates whether the force prioritises arrests for domestic abuse offenders over other potential forms of action. HMICFRS evaluated the arrest rate alongside other measures (such as use of voluntary attendance or body-worn video cameras) during our inspection process to understand how each force deals with domestic abuse overall.

When viewing this data the reader should be aware of the following:

- Durham, Lancashire, Warwickshire and West Mercia forces were unable to provide domestic abuse arrest data. North Yorkshire Police was unable to provide comparable domestic abuse crime and arrest data, so a rate could not be calculated. Therefore, these forces are not included in the figure.
- Cambridgeshire, Derbyshire, Durham and Gloucestershire forces were unable to provide 2016 domestic abuse arrest data. Therefore, these forces do not have 2016 data included in the figure.

When viewing domestic abuse arrest data for 2016, the reader should be aware of the following:

- Cambridgeshire Constabulary was unable to provide 2016 domestic abuse arrest data due to a recording problem that meant it could only obtain accurate data from a manual audit of its custody records.
- Lancashire Constabulary had difficulty in identifying all domestic abuse-flagged arrests. This affected 23 days in the 12 months to 30 June 2016. The force investigated this and confirmed that the impact on the 2016 data provided to HMICFRS would be marginal and that these are the most reliable data it can provide.

### **Rate of organised crime groups (OCGs) per 1 million population, by force, as at 1 July 2017**

Please see 'Organised crime groups' above.

Organised crime group data from City of London Police are not comparable with other forces. Therefore, its data are not included in the figure.

For data relating to 2016 the number of OCGs in Warwickshire Police and West Mercia Police force areas is a combined total of OCGs for the two force areas. The OCGs per 1 million population rate is based upon their areas' combined population. For the 2017 data Warwickshire Police and West Mercia Police force split their OCGs into two separate force areas.