

PEEL 2025–27

Police effectiveness, efficiency and legitimacy

An inspection of North Yorkshire Police

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Overall summary

Our judgments

Our inspection assessed how good North Yorkshire Police is in nine areas of policing. We make graded judgments as follows:

Outstanding	Good	Adequate	Requires improvement	Inadequate
	Leadership and force management	Responding to the public	Providing a safe custody environment	
	Developing a diverse and inclusive workforce	Investigating crime		
	Police powers and public treatment			
	Preventing and deterring crime			
	Safeguarding children and adults			
	Managing fraud			

We set out our detailed findings about things the force is doing well and where the force should improve in the rest of this report.

We also assess the force's performance in a range of other areas, and we report on these separately. We make graded judgments for some of these areas.

PEEL 2025–2027

In 2014, we introduced our police effectiveness, efficiency and legitimacy (PEEL) inspections, which assess the performance of all 43 police forces in England and Wales. Since then, we have been continuously adapting our approach.

We have moved to a more [intelligence](#)-led, continual assessment approach, rather than the annual [PEEL inspections](#) we used in previous years. We assess forces against the [characteristics of good](#) performance, set out in the [PEEL assessment framework 2025–2027](#), and we more clearly link our judgments to [causes of concern](#) and [areas for improvement](#).

It isn't possible to make direct comparisons between the grades awarded in this PEEL inspection and those from the previous cycle of PEEL inspections. This is because we have increased our focus on making sure forces are achieving appropriate outcomes for the public. We have also changed the aspects of policing we inspect and added new areas.

Terminology in this report

Our reports contain references to, among other things, 'national' definitions, priorities, policies, systems, responsibilities and processes.

In some instances, 'national' means applying to England or Wales, or England and Wales. In others, it means applying to England, Wales and Scotland, or the whole of the United Kingdom.

About the data

For more information on data and analysis in this report, please [see the 'About the data' section of our website](#).

HM Inspector's summary

I am pleased with the performance of North Yorkshire Police in keeping people safe, reducing crime and giving [victims](#) an effective service. The force has made improvements since our last inspection, particularly in its leadership and support for the workforce. But I have concerns about how the force is managing its custody areas.

The force has good governance in place. It has clear strategic plans informed by accurate information and a detailed performance framework. Its funding is within the typical range for forces in England and Wales. The [chief officer](#) team is now stable, and the chief officers give regular briefings. This is positive for its performance and culture in the future.

The force level of long-term sickness is higher than the typical range for forces in England and Wales. We were pleased to see that the force was working to improve workforce well-being. [Officers](#) and [staff](#) told us they felt well supported by their immediate supervisors. The force is providing officers and staff with the right training to carry out their roles.

The force has effective oversight and scrutiny of [stop and search](#). It is working to improve [disproportionality](#) as this is higher than the average for forces in England and Wales. The force is making changes to its recording of use of force. This is so that officers can record their justification for use of force in more detail.

[Neighbourhood policing teams](#) identify and address community problems to prevent crime and reduce [antisocial behaviour](#). The force has well-established neighbourhood policing teams. The number of neighbourhood officers it has is within the typical range for forces in England and Wales. Its work with schools and other organisations to deter children and young people from knife crime is [promising practice](#).

Since our last inspection, the force has invested in its [control room](#). It has improved how quickly it answers emergency calls. But it needs to reduce the number of non-emergency calls that callers abandon because of the delay in answering them. It is working to improve how it manages and supervises incidents that don't need an emergency or priority response.

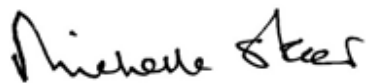
The force has reviewed its approach to investigating crime. It is implementing the recommendations from this review. These changes should make sure it properly allocates, plans and supervises investigations, so that victims get the service they deserve. It also needs to make sure victim needs are assessed, those entitled to enhanced services are identified and victim contracts are agreed.

Since our 2023–25 PEEL inspection, the force has improved how it protects [vulnerable people](#). The force is working well with multi-agency partners to [safeguard](#) and reduce the risk of harm to vulnerable people. It should improve its recording practices when crimes are identified during meetings with other agencies.

The force understands the impact of fraud on its communities. It has made this a priority. It has sufficient capability and capacity to manage the fraud investigations well. It uses community messenger, a two-way digital system for communicating with the public, to give fraud protection advice to the public. It works with the local university to raise students' awareness of fraud. It should take available opportunities to continue to build on this fraud protection approach.

The force began acting on our feedback about its custody suites at the time of this inspection. It should improve its oversight of custody. It only arrests children as a last resort, but it should make sure it protects their rights. It should also improve the [risk assessments](#) of all detainees throughout their time in custody and upon their release. We found that the force treated detainees with dignity, respect and appropriate care. Detainees were able to exercise their legal rights.

I am optimistic that North Yorkshire Police will continue to make improvements. I have given North Yorkshire Police recommendations that set out the areas it needs to focus on, and I will continue to monitor its performance.



Michelle Skeer OBE QPM

His Majesty's Chief Inspector of Constabulary

Leadership and force management

Good

North Yorkshire Police's leadership and force management are good.

Main findings

In this section, we set out our main findings that relate to how good the force is at leadership and force management.

The force is using predictive analysis to inform its force management statement, and it is using this to improve operational planning and resource allocation

During our inspection, we found that the force was using predictive analytics to inform its [force management statement](#). By using historical crime data, call logs, demographic trends and environmental factors, the force is creating predictive models to forecast future demand with greater accuracy. These models identify patterns such as peak times for incidents, high-risk locations and seasonal fluctuations in crime rates. This proactive approach has helped the force to distribute [officers](#), [staff](#) and resources more efficiently.

The force uses predictive analytics to highlight emerging crime trends and support its strategic planning. This allows it to develop targeted interventions and community policing initiatives. When integrated with real-time data systems, these insights can also inform the force's dynamic deployment strategies. It can make sure police presence aligns with actual demand.

The force is also using historical and current crime data to understand where offenders are turning to more serious crimes. This analysis is helping the force to target its preventative and intervention activity. If this analysis helps reduce crime and harm it may be future [innovative practice](#).

The force can show effective use of demand data to inform workforce planning

We found that the force was effectively using demand data to help allocate resources efficiently and effectively. It combines data insights from incident trends, response times and geographic crime patterns to make sure it deploys officers and staff where they are most needed. This approach helps to align HR data on officer and staff skills with specific operational needs. Whether in neighbourhood policing, investigation or emergency response, it makes sure the right people with the right skills are in the right places.

In our last inspection, we told the force it needed to effectively engage with officers and staff to improve performance. The force's [chief officers](#) now give regular briefings. There has also been a change in senior leadership since our last inspection. The force now places senior officers where their skills best serve community, organisation and individual needs. This approach is helping the force achieve its strategic plans.

The force has effective systems to gather intelligence to make sure it can anticipate and respond to current and future demand

During our inspection, we found that the force had an effective [intelligence](#)-gathering function that made sure it could assign the appropriate resources. This means that the force can meet its strategic priorities and both current and future demand.

The force is using real-time data, predictive analytics and collaborative information-sharing networks. These help it to proactively identify emerging threats, allocate resources efficiently and prioritise operations based on risk and impact. This intelligence-led approach makes sure that the force's decision-making is based on evidence and is responsive. This helps it to anticipate criminal trends and community needs.

The force has digital transformation plans that show how it uses technology to improve operational efficiency

During our inspection, we found that the force's digital transformation plans centred on using advanced technologies to enhance operational efficiency and service provision. By integrating tools such as artificial intelligence, cloud storage systems and data analytics, the force is making workflows more efficient, improving decision-making and increasing productivity. This will enhance public safety and trust through more transparent and responsive policing.

Frontline officers have access to laptops, but the mobile technology the force issues to officers doesn't allow them to fully carry out their duties without returning to the police station. The force told us it was in the process of purchasing a product to address this that was in use by other forces. Using it will improve frontline officers' efficiency and effectiveness, allowing them to spend more time away from stations. The force should focus on providing this improved digital solution as a priority.

The force can show how it aligns finances to its priorities and how it decides if its expenditure offers value for money

The force could show its finances and its priorities are aligned. It clearly links its budget allocations to strategic objectives and operational needs. This involves transparent financial planning that shows how it uses resources in important areas such as investigations, neighbourhood policing and technological innovation. The force uses regular performance reviews and audits to help assess whether its spending leads to measurable outcomes and makes sure it is using public funds efficiently. The force uses [benchmarking](#) and cost-benefit analyses, and adopts best practices in procurement and resource management to further support value for money. By maintaining this alignment and accountability, the force can create public confidence in its financial leadership and operational effectiveness.

Attracting, developing and retaining the workforce and creating a diverse and inclusive workplace

Good

North Yorkshire Police is good at attracting, developing and retaining its workforce and creating a diverse and inclusive workplace.

Main findings

In this section, we set out our main findings that relate to how good the force is at attracting, developing and retaining its workforce and creating a diverse and inclusive workplace.

The force provides officers and staff with the right training to carry out specialist work

The force has a comprehensive investigator resilience action plan, which shows understanding of its current and future investigative demand. Investigators told us that they felt well trained to carry out their role. As at 30 September 2025, the force had 269 [professionalising investigations programme \(PIP\) 2](#) investigators in post compared to 317 who should be in post. This means 84.8 percent of PIP 2 investigator posts were filled. The force is working to address the shortfall and, as at 30 September 2025, had 67 PIP 2 trainees.

The force provides effective training for volunteers in specialist roles. For example, special constables working in roads policing receive the same training as full-time [officers](#).

The force has previously worked with the Open University to provide a neighbourhood management award. But at the time of our inspection, the force was starting to work with the [College of Policing](#) to align its neighbourhood policing programme with the [College of Policing's neighbourhood policing programme](#). This programme started in January 2026. The force aims to have trained all neighbourhood officers and staff by summer 2027.

The force understands the well-being challenges of its workforce

The force has a well-being strategy. This is supported by an action plan that would benefit from being clearly aligned with the five main areas of the [National Police Health and Wellbeing Strategy 2024–2026](#). The force communicates with its workforce and acts on information and feedback to improve its well-being. The force took part in the 2025 National Wellbeing Survey but would benefit from using more localised surveys to better understand differing well-being needs.

In our workforce survey, 59.7 percent (560 of 938 respondents) said that the force took their well-being into account when setting their working pattern, and 75.3 percent (706 of 938 respondents) said that their line manager actively checked that their workload was manageable. The majority of police officers and [staff](#) we spoke to during our inspection also said that they had manageable workloads and a good work-life balance. The workforce was generally complimentary about the support offered to them by their supervisors during fieldwork.

As at 31 March 2025, 4.6 percent of the force's officers were on long-term sickness absence. This is higher than the typical range for forces in England and Wales. The force has invested in what it calls HR business partners, who are aligned to each policing area and support managers to improve the approach to sickness-related absence.

The force has improved its use of individual support plans to address issues that could result in sickness-related absence. At the time of inspection, it told us that it was already seeing improvements.

The force has processes in place to encourage officers and staff to stay in its workforce

The force checks on the satisfaction of its workforce through surveys and collects workforce data. It uses say and stay interviews to identify concerns early and discuss how it can encourage people to stay in its workforce. The force told us that between June 2025 and December 2025, 11 people used the say and stay process. Of those, seven people stayed with the force. The force has an effective and transparent exit interview process, which is independent of the line management chain.

The force is effectively gathering reasons for people leaving the workforce as part of the [National Police Chiefs' Council](#) national leavers framework, which is designed to improve the data collection on reasons for officers leaving police forces in England and Wales.

The force creates opportunities for its workforce to progress, including those from under-represented groups

The force is investing in a leadership academy and developing its talent management strategy. It has a good understanding of its leadership requirements. For example, it created a programme called Launch Pad to support and encourage women and people from ethnic minority groups to progress. It designed the programme to tackle obstacles to progression, such as awareness of opportunities and confidence. The force told us it had evaluated Launch Pad and found it was effective. The programme is now available to all officers and staff.

The force is improving its workforce's cultural awareness

The force has invested in cultural awareness training so that officers and staff better understand the policing needs of their local communities. The training also focuses on creating an inclusive workplace. The Black Police Association nominated the force for the 2025 Force of the Year award. It came second.

In our workforce survey, 92.5 percent (868 of 938 respondents) said they felt fairly treated by their co-workers. And 89.9 percent (843 of 938 respondents) said their line manager challenged discriminatory behaviour. During our inspection, the workforce told us they felt confident to challenge inappropriate behaviour.

The force has monthly one-to-ones with staff as part of its professional development review process

Members of the workforce have monthly one-to-one meetings with their supervisors. The focus at these meetings is on well-being, workloads and training needs. We found that officers and staff valued these meetings. The last meeting of the year is the professional development review (PDR) meeting. However, officers and staff told us they placed less value on the final PDR document.

The force reported that in the year ending 31 March 2025, 79 percent of the overall workforce completed a PDR.

We carried out an audit of 20 officer and staff PDRs. We found that the force gave clear guidance on how to complete reviews. All 20 of the PDRs we reviewed had updates and end-of-year summaries provided by the supervisor and line manager. Most were comprehensive.

Using powers fairly, appropriately and with justification

Good

North Yorkshire Police is good at using its powers fairly, appropriately and with justification.

Area for improvement

The force should make sure officers and staff use the new facility to record the justification for use of force

At the time of our inspection, the force's [officers](#) and [staff](#) had to use a drop-down menu with templated text to record why they had used force. This didn't allow them to explain their justification for use of force. In our [body-worn video](#) audit of 20 use-of-force cases, we found that in all cases the force was justified. But in 16 of the 20 cases, there was no written justification for the use of force.

The force has improved its recording system so that officers and staff can record their justification. But it should make sure it trains officers and staff on how to use the updated system, and make sure officers and staff use it effectively.

Main findings

In this section, we set out our main findings that relate to how good the force is at using its powers fairly, appropriately and with justification.

Officers understand how to use stop and search powers fairly and appropriately

During our inspection, we reviewed a sample of 103 [stop and search](#) records from 1 August 2024 to 31 July 2025. Based on this sample, we estimate that 89.3 percent (+/- 4.9 percentage points) of stop and searches the force carried out during this period had reasonable grounds recorded.

This suggests some improvement compared to the findings from our previous review of records from 1 January 2022 to 31 December 2022. In that review, we found that 85.5 percent (+/- 5.1 percentage points) of stop and searches had reasonable grounds recorded. However, as the estimated results are based on a review of a sample of records and the ranges of possible true values overlap, we can't be sure that there has been a real change.

The percentage that had reasonable grounds recorded suggests that officers are suitably trained and they use stop and search powers in a fair and appropriate way. Officers told us that they felt confident to use their stop and search powers and had enough training.

The force has effective external scrutiny processes

The force benefits from a combined authority-led community scrutiny panel. The panel meets quarterly. It reviews stop and search and use of force incidents, including viewing body-worn video (BWV) footage. The force also benefits from an independent scrutiny oversight board.

We saw the panel making good, informed challenges to the force. The force's reviews of BWV raised questions and feedback and resulted in learning actions. Members of the panel were knowledgeable, and the level of questioning and scrutiny was strong. This prompted detailed discussions, which limited the number of incidents the panel was able to review.

The board has an independent chair and the force supports it. It provides independent oversight and challenge to the force's approach to the Police Race Action Plan. It also scrutinises stop and search and use of force.

The force has individual senior officer leads for both stop and search and use of force. These officers attend the scrutiny panel and board. They record any feedback and present this at the force's use of powers meeting. The use of powers meeting provides strategic oversight for stop and search and use of force. It benefits from detailed performance information, allowing the force to understand and check the legitimacy of the use of these powers. This approach supports learning, and feedback is given to individual officers. The senior officers update the panel and board about the outcome of the feedback.

The force has effective internal scrutiny processes

The force has a layered approach to internal quality assurance. When an officer completes a stop and search, the police system automatically sends a task to the sergeant for supervisory oversight. Sergeants review all forms to assess the quality of the reasonable grounds justifying the search. They also regularly review BWV footage to assess the quality of encounters. The force told us that it reviewed 96 percent of BWV footage of stop and search encounters.

The force told us sergeants reviewed 20 percent of use of force cases involving the use of compliant handcuffing. They reviewed every case involving a [child](#), involving a person from an ethnic minority background or where officers recorded multiple uses of force on a subject. The force told us that between 1 August 2025 and 31 August 2025, 532 sergeant reviews took place.

The force also has members of that workforce that it calls use of force champions. They [dip sample](#) and review use of force incidents every two months. The reviews focus on themes that the force identifies using performance data and feedback.

The force's stop and search advisors also review two stop searches a month. They focus on cases involving children and people from ethnic minority backgrounds.

Each policing area has its own internal stop and search and use of force scrutiny group. The internal scrutiny groups meet every two months with members of the senior leadership team to review BWV footage of two stop and searches and two use of force records. The groups each receive an internal audit report about use of stop and search and use of force in their areas. This report includes details of supervisory oversight of cases and a summary of the feedback given to officers.

The force should continue to improve its safeguarding referrals for children who are stop and searched

On 1 August 2025, the force changed its policy to require officers to complete a [safeguarding](#) referral when a child is stop and searched. Between 1 August 2025 and 17 December 2025, the force stop and searched 146 children. During this time, 99 safeguarding referrals linked to stop and search were made. A supervisor reviews all stop and searches of children. The force should continue to improve its compliance with this policy to make sure safeguarding partners have the full picture of a child's interactions with the force.

The force collects accurate data to allow it to understand how fairly stop and search is being used

Good-quality data on self-defined ethnicity (how individuals define their ethnicity) allows the force to understand the rate at which it uses stop and search on people from ethnic minority backgrounds in the local resident population.

As part of our review of stop and search records, we asked the force to provide 12 months of stop and search data from 1 August 2024 to 31 July 2025. We found that self-defined ethnicity information was unknown (not recorded, not stated or refused) for 19.1 percent of these records. In the year ending 31 March 2025, on average, self-defined ethnicity was unknown for 18 percent of stop and searches that forces in England and Wales recorded.

Our review of 15 stop and search encounters filmed on BWV found that in 13 of these encounters, officers asked for self-defined ethnicity. When officers ask for this data, the force can more accurately identify any [disproportionate](#) use of the power.

The force uses stop and search sufficiently

In the year ending 31 March 2025, the force carried out 2,366 stop and searches of people. This equals 2.8 stop and searches per 1,000 population. This is within the typical range for forces in England and Wales.

The number of stop and searches the force carried out decreased by 22 percent compared to the year ending 31 March 2024. This isn't in line with the overall picture for forces in England and Wales in which, on average, the number of stop and searches decreased by 1.3 percent. Our inspection found that confidence of officers to use this power varied across the areas. The force is using stop and search champions to improve the confidence of officers in using this power.

In the year ending 31 March 2025, the force had an overall [find rate](#) of 32.1 percent from stop and search encounters. This was made up of 25.4 percent [linked finds](#) and 6.7 percent not linked finds.

Linked finds are when one or more items, which the officer suspected a person had in their possession, are found and were the reason for the search. Not linked finds are when items are found that a person may have been in unlawful possession of but weren't the reason for the search.

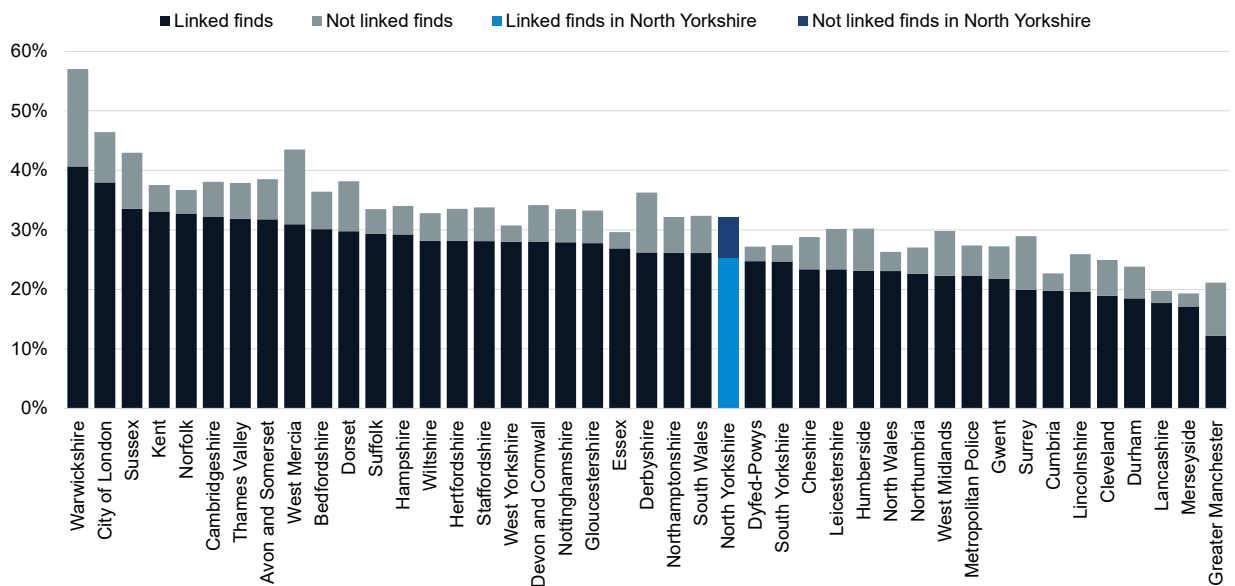
The force's linked and not linked find rates were within the typical ranges for forces in England and Wales. The linked find rate for the force decreased by 0.9 percent compared to the year ending 31 March 2024. The not linked find rate for the force increased by 0.9 percent compared to the year ending 31 March 2024.

We examined:

- the number of searches the force carried out;
- the number of searches that had reasonable grounds; and
- the percentage of linked finds.

The results of this review show that the force is using its stop and search powers well.

Figure 1: Percentage of stop and search encounters resulting in linked and not linked finds for forces in England and Wales in the year ending 31 March 2025



Source: [Stop and search open data tables](#) from the Home Office

Chart description: A stacked column chart showing the percentage of [stop and search](#) encounters where the item found was and wasn't linked to the reason for the search for all forces in England and Wales in the year ending 31 March 2025. In North Yorkshire Police, 25.4 percent of stop and search encounters resulted in a [linked find](#) and 6.7 percent in a not linked find.

[The accessible data table for figure 1 is available on our website.](#)

Note: In the calculation, we have excluded records where it isn't known whether the item found was linked to the reason for the search. We have also excluded records where it isn't known whether the [officer](#) found any items. If the percentage of linked or not linked finds isn't included in the chart for some forces, it is because they haven't supplied it.

The force understands how it is using stop and search and use of force powers and is trying to do more to reduce disproportionality

In the year ending 31 March 2025, people from a Black ethnic minority background were 6.5 times more likely than White people to be the subject of a stop and search by the force. In our review of stop and search records of people from an ethnic minority background, we found that 12 of 13 had reasonable grounds. The force carries out analysis of its disproportionate use of stop and search powers to help it understand why this exists. It uses stop and search advisors to review cases involving people from ethnic minority backgrounds to make sure that when these powers are used, it is lawful and justifiable.

The force also identified an increase in disproportionality that was linked to [intelligence](#)-led operations such as tackling [county line](#)-related drug dealing. The stop and search advisors reviewed the use of these powers to make sure the intelligence used in these operations was sound and justifiable.

In the year ending 31 March 2025, people from a Black ethnic minority background were 4.4 times more likely than White people to be subject to use of force. This suggests that force is used disproportionately on people from Black ethnic minority backgrounds.

The force requires supervisors to review all cases in which force is used on a person from an ethnic minority background. It carries out analyses to help it understand why disproportionality exists. The force uses detailed data to identify where force may be disproportionality used. A recent example includes the force carrying out quality assurance where Black people have been handcuffed, to make sure this action was necessary, proportionate and justifiable.

The force needs to improve its recording of self-defined ethnicity for use of force encounters. Its data shows that between 1 April 2025 and 31 October 2025, 37.01 percent of use of force cases had no recorded self-defined ethnicity. The force is exploring an automated digital solution to pull the data from custody records into the use of force records to make sure this is recorded. This would allow the force to more accurately analyse its disproportionality data.

The force publishes stop and search and use of force data for the public. However, it should find ways to make this data more accessible to the public by publishing it in a less technical format.

The force is recording enough use of force incidents

In the year ending 31 March 2025, the force recorded 11,708 use of force incidents. This is an increase of 11.6 percent compared to the previous year. This increase is likely to be due to better recording practices.

Officers are expected to record every use of force to make sure it is transparent and accountable. This includes recording low-level use of force such as handcuffing a compliant person and higher levels of force such as the use of a baton or [conducted energy device](#) (Taser). Where more than one officer uses force on an individual, each officer must submit their own use of force report.

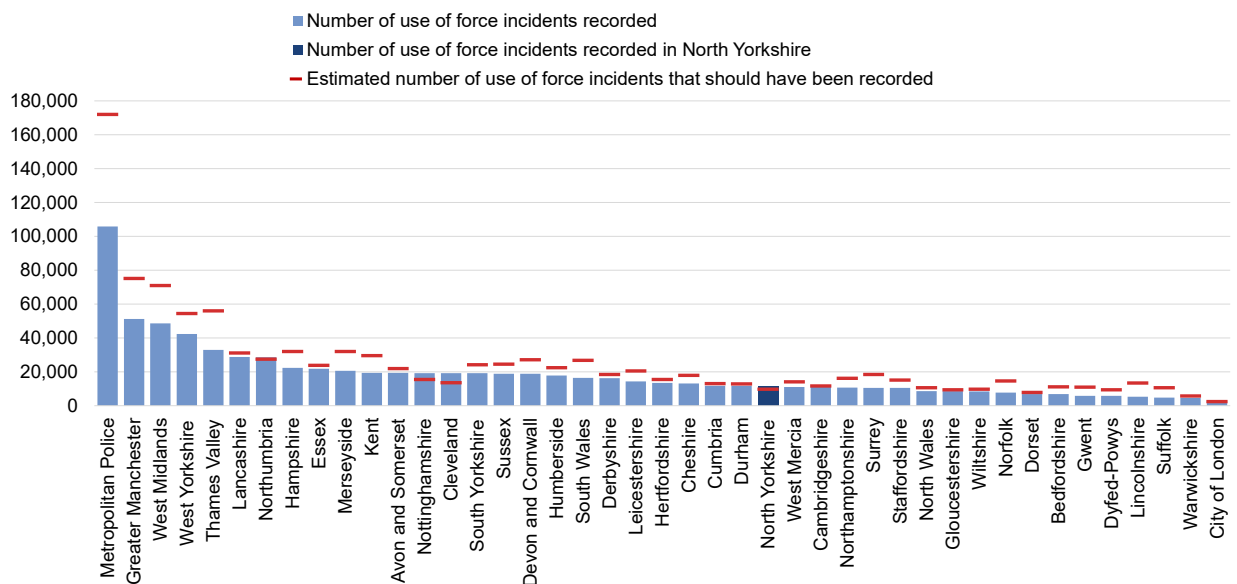
To determine if the force was recording use of force appropriately, we reviewed two different measures. We firstly examined the number of arrests and compared this to the number of recorded use of force reports. We expect the number of use of force reports to be at least as high as the number of arrests. Most arrests involve the use of handcuffs and multiple officers may have used force during the arrest.

In the year ending 31 March 2025, the force made 8,247 arrests and recorded 11,708 use of force reports.

We then reviewed the overall expected number of use of force records compared to the actual recorded number. The expected number is estimated based on the average number of uses of force associated with each recorded arrest.

We estimate that, in the year ending 31 March 2025, the force should have recorded 9,769 use of force incidents. It actually recorded 11,708 incidents. This shows an improvement in recording use of force compared to the previous year when, based on this estimation, it didn't record 71 use of force incidents.

Figure 2: Number of use of force incidents that forces in England and Wales recorded and the estimated number that should have been recorded in the year ending 31 March 2025



Source: [Police use of force open data tables](#) and [arrests open data tables](#) from the Home Office

Chart description: A combination chart showing the number of use of force incidents that all forces in England and Wales recorded (represented by columns) and the estimated number of use of force incidents that should have been recorded (represented by red target lines) in the year ending 31 March 2025. North Yorkshire Police recorded 11,708 use of force incidents. This was higher than the estimated 9,769 use of force incidents it should have recorded.

[The accessible data table for figure 2 is available on our website.](#)

Note: To understand how well forces record their use of force, we compare the number of incidents they recorded with the estimated number they should have recorded. To estimate the number of use of force incidents forces should have recorded, we use the number of recorded arrests and the number of recorded use of force incidents linked to an arrest.

Preventing and deterring crime and antisocial behaviour, and reducing vulnerability

Good

North Yorkshire Police is good at preventing and deterring crime and [antisocial behaviour](#), and reducing [vulnerability](#).

Promising practice

The force has worked with other organisations to develop a successful approach to deter children and young people from knife crime

Since 2018, the force has worked with schools and a range of organisations (such as social care and youth offending services) on a police-led partnership diversionary initiative called Operation Divan. Under this initiative, the force and its partners identify [children](#) and young people who are likely to carry weapons or are at risk of being involved in knife crime, even in the absence of evidence to prove any criminality. They then develop a plan for each young person, working with them to help them to make more positive choices and prevent them and discourage them from carrying of knives.

[Operation Divan has been evaluated by the College of Policing](#), which found improvements in young people's understanding of the consequences of carrying knives or other weapons. It also found improvements in how young people viewed the police and other agencies.

The University of Birmingham has also independently evaluated this approach. It found that young people were 60 percent less likely to be involved in knife-related crime after being involved with the initiative.

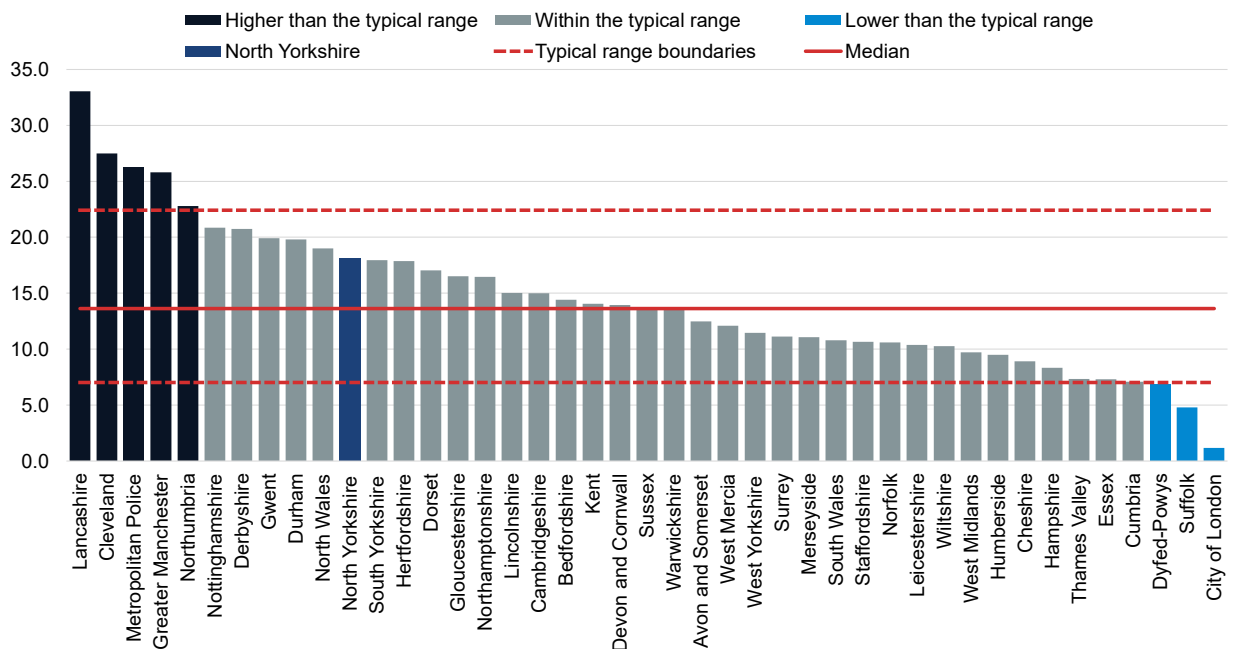
Main findings

In this section, we set out our main findings that relate to how good the force is at preventing and deterring crime and antisocial behaviour, and reducing vulnerability.

The force understands the causes of antisocial behaviour and vulnerability in its communities

During our inspection, we found that the force had a clear understanding of [antisocial behaviour](#) and related vulnerability in its communities. The force has taken steps to understand trends in its antisocial behaviour reporting and the underlying causes. In the year ending 31 March 2025, it recorded 18.1 antisocial behaviour incidents per 1,000 population. This is within the typical range for forces in England and Wales.

Figure 3: Number of antisocial behaviour incidents per 1,000 population that forces in England and Wales recorded in the year ending 31 March 2025



Source: [Police-recorded antisocial behaviour incidents data](#) and [population estimates for England and Wales](#) from the Office for National Statistics

Chart description: Column chart showing the number of [antisocial behaviour](#) incidents per 1,000 population that all forces in England and Wales recorded in the year ending 31 March 2025. North Yorkshire Police recorded 18.1 antisocial behaviour incidents per 1,000 population, which was within the typical range for forces in England and Wales. The typical range, represented by dashed red lines on the chart, is between 7.03 and 22.41 antisocial behaviour incidents per 1,000 population. The median value of 13.63 per 1,000 population is presented as a solid red line.

[The accessible data table for figure 3 is available on our website.](#)

During our last inspection, we found that the force didn't always record all crimes that had occurred when [victims](#) reported [antisocial behaviour personal](#). In our [quality service review](#), we found that in the cases we examined, the force had recorded 14 of 19 antisocial behaviour personal crimes correctly. The force still needs to make improvements in this area.

The force isn't consistently working with partners to use preventative and protective orders effectively to help it tackle antisocial behaviour

The force's three policing areas benefit from local problem-solving community safety hubs. These bring together operational teams and partner agencies to solve problems using a shared case management system called ORCUMA. We were impressed with this co-located approach to solving issues, reducing vulnerability and making people safer.

During our inspection, we found that [neighbourhood policing teams](#) worked closely with local authority antisocial behaviour officers, housing providers and other partners to address the root causes of antisocial behaviour in its communities. We found some good examples, such as Scarborough, where police and community safety partners used legislation effectively. But in some neighbourhood areas, we found the community safety hubs and the use of these powers to be less effective. The force's review of the community safety hubs reflected this. It told us it had plans to make improvements in this area.

In the year ending 31 March 2025, the force issued 110 preventative and protective orders, which equals 0.13 orders per 1,000 population. This is within the typical range for forces in England and Wales.

In our quality service review, we examined 20 antisocial behaviour incidents and any crimes recorded from them. We found that the force used antisocial behaviour legislation in 4 out of 11 of these records. The force needs to make sure it uses the available powers where appropriate.

During our inspection, some of the officers we spoke to weren't confident in applying for and using tools such as [Criminal Behaviour Orders](#) and civil injunctions, particularly in more complex or persistent antisocial behaviour cases. The force needs to make sure its officers understand antisocial behaviour legislation and have the knowledge to use the full range of powers available to them. This could help them to tackle the root causes of antisocial behaviour more effectively.

The force works well with its diverse communities to better understand their needs and help set its local priorities

During our inspection, we found that neighbourhood policing teams were regularly communicating with local people to understand their concerns and help them feel safe. At the time of our inspection, the force hadn't developed a plan to guide local teams in how to build relationships and set local priorities based on community feedback. The neighbourhood teams would benefit from a more structured approach.

We also found that neighbourhood policing teams had made efforts to reach communities that traditionally have less contact with the police or may have lower levels of trust and confidence. Some teams were also tailoring their communication to include [seldom-heard groups](#), such as newly settled communities. We found examples of two-way communication methods with the public, such as local meetings and digital platforms.

Communication practices are consistent across different areas of the force. Officers are confident and proactive in contacting diverse communities.

The force has processes in place to monitor how often its neighbourhood teams are abstracted from their communities

Neighbourhood police officers are responsible for building relationships with communities, solving problems and working with partners to prevent crime and antisocial behaviour. This requires local officers to be visible and have meaningful communication with those communities. Sometimes neighbourhood officers are diverted from their usual work to carry out other duties in the force to meet demand. This is referred to as [abstraction](#). If this happens regularly and isn't monitored by the force, it can affect the ability of neighbourhood officers to carry out their main roles in their communities.

In our workforce survey, 27 percent (38 of 141 respondents involved in neighbourhood policing) said that they were abstracted from their main neighbourhood policing duties on a weekly basis. During our inspection, we also found inconsistencies across the force as to how many abstractions were made from neighbourhood policing to support other teams. This affected the officers' ability to carry out visible patrols in their communities, communicate with local residents and carry out preventative work.

The force has developed an abstraction policy for neighbourhood policing officers to try and reduce abstraction as much as possible. The force monitors abstraction rates of neighbourhood policing officers and staff through the neighbourhood delivery meeting. The local policing chief superintendent chairs this meeting. The force told us that between 1 January 2025 and 30 September 2025, neighbourhood policing teams spent 90.5 percent of their time in their communities.

We found that the force closely monitored recorded abstractions. But we found that officers weren't consistently recording when they were abstracted from their main neighbourhood policing duties. The force also monitors incidents attended by neighbourhood officers, to check they are appropriate and don't affect officers' ability to work in their local communities. This means that senior leaders are aware of the impact on local communities and officer well-being.

The force has invested in the capacity and capability of its neighbourhood policing teams

In the year ending 31 March 2025, 6.6 percent of the force's officers were in dedicated neighbourhood policing roles. This is within the typical range for forces in England and Wales.

The force has invested resources in its neighbourhood policing teams. It is taking steps to improve the capability of its new neighbourhood officers and staff through training and development of essential skills and knowledge. This includes building confidence in community liaison, working with partners, problem-solving and tackling antisocial behaviour. It has a consistent and structured approach to training and developing its neighbourhood teams.

Responding to the public

Adequate

North Yorkshire Police is adequate at responding to the public.

Areas for improvement

The force needs to reduce the number of non-emergency calls that callers abandon because they aren't answered

In the year ending 30 September 2025, the force received 308 non-emergency [101](#) calls per 1,000 population. This was within the typical range for forces in England and Wales. The force told us that in the year ending 27 October 2025, 20 percent of calls to its non-emergency 101 facility were abandoned.

While there is no formal national standard for how non-emergency performance is measured, the force's performance isn't at an acceptable level. The force doesn't have a clear understanding of whether callers hang up due to the long waiting times or because they choose to use an online option. It needs to reduce the number of calls that are abandoned before being answered.

The force should improve the management and supervision of 'priority 12' incidents

The force identifies calls about incidents that don't require [officers](#) to attend immediately or within the hour but that do require attendance within 12 hours. It refers to these incidents as 'priority 12'. Priority 12 calls make up a small number of the calls the force deals with.

We found that the management and supervision of these calls needed to improve. We saw cases where officers hadn't attended within the required 12 hours. We found that the [control room](#) provided no supervisory review of the incidents. It also provided no effective reassessment to see if circumstances had changed and if officers might need to attend incidents sooner.

In our [quality service review](#), we found that in 14 cases where police attendance was delayed, the force had only updated two callers. We also found effective supervision in only 22 of the 35 cases we reviewed.

Main findings

In this section, we set out our main findings that relate to how good the force is at responding to the public.

The force control room has an effective management structure

We found that the force control room had robust, established and involved leadership. It has an effective management structure with clear direction. It works to continually improve and make sure the public receives good service.

Senior leaders benefit from detailed quality data and analysis covering all aspects of control room performance. This includes sickness, predicted demand, seasonal considerations and planned events. This allows the force to make informed decisions about the right numbers of officers and staff needed to meet incoming calls and digital demand from the public.

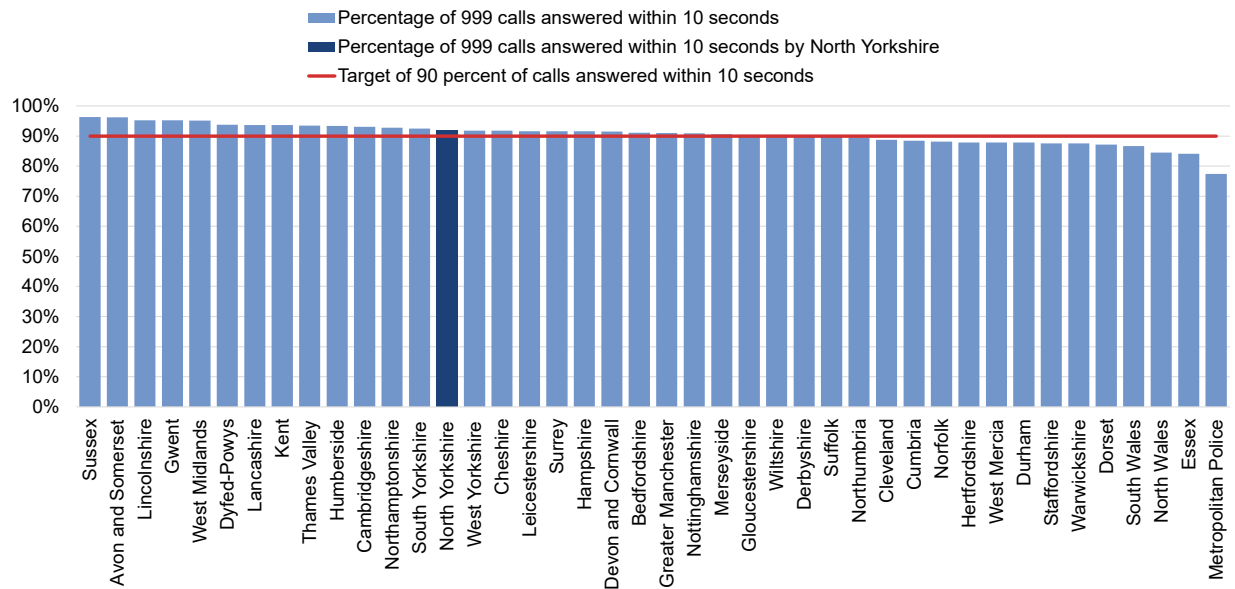
There is also strong oversight of daily demand in the control room. It has a daily pacesetter meeting and can flex its staffing to meet demand.

The force answers emergency calls quickly enough

In the year ending 30 November 2025, the force received 125 emergency 999 calls per 1,000 population. This was within the typical range for forces in England and Wales. It answered 91.8 percent of the 999 calls it received within 10 seconds. This was higher than the standard expected of forces in England and Wales of answering 90 percent of 999 calls within 10 seconds.

This suggests that the force puts the [victim](#) at the centre of its decision-making, which provides the foundations for an effective response.

Figure 4: Percentage of 999 calls that forces in England and Wales answered within 10 seconds in the year ending 30 November 2025



Source: [999 call answering times from BT](#)

Chart description: Column chart showing the percentage of 999 calls that all forces in England and Wales answered within 10 seconds in the year ending 30 November 2025. North Yorkshire Police answered 91.8 percent of the 999 calls it received within 10 seconds. This is above the expected standard of 90 percent for forces in England and Wales, which is marked with a solid red line on the chart. Sixteen forces were below the expected standard.

[The accessible data table for figure 4 is available on our website.](#)

Note: Call answering time is the time taken for a call to be transferred from BT to a force and then answered by that force.

The force attends calls for service within the agreed timescales

The force has a graded response policy with published targets for incident attendance times. In our quality service review, we found that in 32 of the 50 cases we examined, the time to respond to the incident was within the required attendance time. We found that the force was more likely to miss the required attendance time for incidents graded as priority 12 (meaning they require attendance within 12 hours). This was regardless of whether the incident was downgraded or not; sometimes incidents are regraded because of updated information or reassessed risk, which may increase the response time.

Leaders monitor attendance closely at daily management meetings at local and force level and move resources to meet emergency demand. This means callers most in need of emergency support are more likely to receive a prompt service.

The force told us that in the year ending 17 November 2025 its immediate urban response was within the required time 85.1 percent of the time, and its immediate rural response was within the required time 79.2 percent of the time. It told us it had responded to priority calls within one hour 75.8 percent of the time.

The force makes sure it provides appropriate advice on evidence preservation and crime prevention

Our quality service review found call handlers gave appropriate advice on preserving evidence in 12 out of 20 cases and for crime prevention in 10 out of 18 cases. By contrast, call handlers gave [safeguarding](#) advice in 20 out of 22 cases.

We found that the force's guidance for call handlers didn't include prompts to provide callers with advice about preserving evidence and crime prevention. But it did remind call handlers to provide safeguarding advice. The force has now updated its guidance with prompts to remind call handlers to consider providing advice about both evidence preservation and crime prevention.

Investigating crime

Adequate

North Yorkshire Police is adequate at investigating crime.

Area for improvement

The force needs to make sure it complies with the Code of Practice for Victims of Crime

In 49 of 59 relevant cases we reviewed, we found that the force had recorded victim needs assessments. We found that it had identified [victims](#) who were entitled to an enhanced service under the [Code of Practice for Victims of Crime \('the Victims' Code'\)](#) in 25 out of 37 relevant cases. It had agreed a victim contract in 41 out of 50 cases. This means that investigators hadn't assessed whether all the victims needed support and if so, what type of support they needed, or whether they were [vulnerable](#) or intimidated.

Victims being assessed for needs is a right in the Victims' Code. It is essential for the force to comply with the Victims' Code to give victims a high-quality service.

Main findings

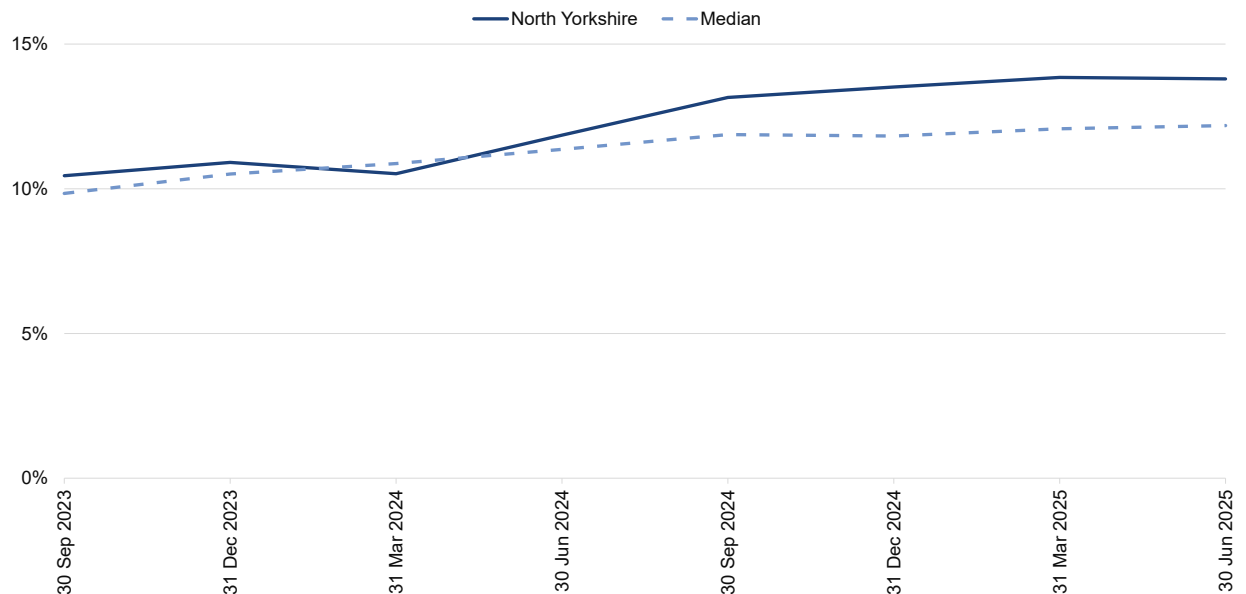
In this section, we set out our main findings that relate to how good the force is at investigating crime.

The force consistently achieves appropriate outcomes for victims

The force has shown a meaningful and sustained improvement in its positive outcome rates for victims of crime in the past two years.

In the year ending 30 June 2025, 13.8 percent of all [outcomes](#) that the force assigned to [victim-based crimes](#) were [positive outcomes](#).

Figure 5: Percentage of positive outcomes that North Yorkshire Police and all forces in England and Wales assigned to victim-based crimes between the year ending 30 September 2023 and the year ending 30 June 2025



Source: [Police recorded crime and outcomes open data tables](#) from the Home Office

Chart description: Line chart showing the percentage of [positive outcomes](#) that North Yorkshire Police assigned and the median for forces in England and Wales for each year from the year ending 30 September 2023 to the year ending 30 June 2025. The chart shows that 13.8 percent of outcomes that North Yorkshire Police assigned to victim-based crimes were positive in the year ending 30 June 2025, compared to the median of 12.2 percent for forces in England and Wales. It also shows that the percentage of positive outcomes that North Yorkshire Police assigned has been generally increasing since the year ending 30 September 2023. And the median percentage of positive outcomes for forces in England and Wales has been slowly increasing in the same period.

Note: The percentage of positive outcomes that forces assign is calculated from all outcomes they assign in a given period. [Victim-based crimes](#) include all police-recorded crimes where there is a direct [victim](#), such as an individual, an organisation or a corporate body. For a detailed description of crime and outcome types, please see the [Home Office statistics](#).

Figure 6: Percentage of unresolved, resolved and positive outcomes that North Yorkshire Police and all forces in England and Wales assigned to victim-based crimes in the year ending 30 June 2025

Outcome types	North Yorkshire percentage [%]	Median percentage [%] for forces in England and Wales
<u>Unresolved crime outcomes</u> (Outcomes 11–18)	82.3	82.9
<u>Resolved crime outcomes</u> (Outcomes 5, 9, 10, 20–22)	3.9	2.7
<u>Positive crime outcomes</u> (Outcomes 1–4 and 8), of which:	13.8	12.2
1 – Charged/summonsed	11.2	9.1
2 and 3 – <u>Caution</u> – youths and adults	0.6	0.8
4 – Taken into consideration	0.1	0.1
8 – <u>Community resolution</u>	1.9	2.2

Source: [Police recorded crime and outcomes open data tables](#) from the Home Office

Note: The percentage of unresolved, resolved and positive outcomes that forces assign is calculated from all outcomes they assign in a given period. [Victim-based crimes](#) include all police-recorded crimes where there is a direct [victim](#), such as an individual, an organisation or a corporate body. For a detailed description of crime and outcome types, please see the [Home Office statistics](#).

We found that the force routinely audited and scrutinised use of outcome types. This means that leaders can be confident they understand what determines use of specific outcomes, whether the outcomes are appropriate and what improvements might be needed to give victims better justice.

The force monitors file quality against national file standards to identify common issues. It uses this information to identify good practice and areas of learning and to provide feedback to investigators. The force has developed its own case file building system called Blueprint. This system supports [officers](#) to build case files by automatically pulling relevant information from crime recording systems. The force told us it designed Blueprint to address common mistakes that officers and [staff](#) were making in case files.

The force should make sure there is supervisory oversight of investigations so that it doesn't miss investigative opportunities

In 51 of 67 relevant cases we reviewed in our [quality service review](#), we found that there was effective supervision of investigations. We found investigation plans in 36 out of 45 relevant cases, and all appropriate investigative opportunities were taken in 67 out of 85 relevant cases. We found that there was effective supervision of finalising investigations in 60 of 74 cases. Effective supervision is needed to make sure investigations progress in a timely way, follow proportionate lines of enquiry and aren't finalised prematurely. This leads to better outcomes for victims.

During our inspection, we asked supervisors if they were able to review investigations within the timescales specified in the relevant force policy to provide direction to investigators. They gave us inconsistent answers. They told us this was because of the differences in team workloads.

The force is improving its approach to managing crime

At the time of our inspection, the force was concluding a comprehensive review to improve its approach to crime investigations. The force has a detailed understanding of the number of investigations it is carrying out, and the number of trained people it needs to complete them.

Our quality service review found the force gave crimes promptly to an investigator in 78 out of 85 cases. But we found examples of investigations being carried out by officers without detective training when the investigation should be carried out by trained detectives. A detective sergeant had oversight of these investigations, but this didn't result in meaningful involvement or direction to the investigating officers.

Since January 2026, the force has allocated crime investigations centrally, with a focus on improving the services for victims. The force believes this will make sure investigations requiring a detective will be allocated to an appropriately trained investigator. And that it will improve the disparity in officer and staff workloads.

Safeguarding children and adults at risk of harm

Good

North Yorkshire Police is good at [safeguarding children](#) and [adults at risk of harm](#).

Area for improvement

The force should make sure it records all crimes committed against vulnerable victims correctly

In our [quality service review](#), we examined 50 incidents involving [vulnerable victims](#) referred to the force by partner agencies. Of these, we found that 31 crimes should have been recorded and 22 were recorded correctly.

The force should improve its recording practices to make sure it records all crimes involving vulnerable victims correctly. Recording crimes correctly helps make sure the force fully investigates crimes, identifies offenders and brings them to justice, and that its crime data is complete.

Innovative practice

The force is aware when a child who is cared for by a local authority outside North Yorkshire moves into the area

When a [child](#) who is cared for by a local authority outside North Yorkshire moves into the area, social care notifies the police vulnerability assessment team.

This allows the force to assess if the child is vulnerable and to prepare relevant [risk assessments](#) should they be needed. This means relevant information is immediately available to [officers](#) should the child go missing.

Main findings

In this section we set out our main findings that relate to how good the force is at safeguarding children and adults at risk of harm.

The force safeguards children and adults at risk of harm

As part of our quality service review, we reviewed 60 cases to determine how well the force safeguards victims.

We found that in 31 of 38 cases, safeguarding advice was appropriately given to victims. This suggests that officers are aware of their duty to identify and reduce the risk of harm to vulnerable victims. In 14 of 16 cases we reviewed, officers recorded the [voice of the child](#) in referrals, making sure that the child's experiences and needs were considered in safeguarding decisions.

When attending incidents, officers consistently show [professional curiosity](#) and look beyond the obvious to identify signs of hidden harm, exploitation or vulnerability. In 33 of 34 cases we reviewed, officers completed appropriate risk assessments, which shows they had a clear understanding of the risks that victims face. Officers made relevant referrals to specialist partners in 34 of 41 cases, which shows that they were aware of available support services and the importance of connecting victims with the help they need.

The force's policy on managing [missing persons](#) makes sure it gives a structured and proactive response. During the missing person triage process, the force assesses risk and gathers important information. In 18 of 20 cases we reviewed, the risk grade was appropriate for the information known at the time. In 16 of 16 cases we reviewed, officers attended within the required time frames.

The force carries out thorough investigations to locate missing persons. In seven of ten cases we reviewed, officers followed the investigation plan, made relevant enquiries and recorded updates of their efforts to locate the missing person.

In nine of ten missing children's cases we reviewed, social care was notified of the missing episode. This means that children were assessed for the welfare support they may have needed.

The force should continue to increase officers' and [staff](#) members' awareness and use of the [Herbert](#) and [Philomena protocols](#). These protocols mean the police and safeguarding partners can prepare risk profiles to make sure information is immediately available to officers when a vulnerable person is reported missing. Our quality of service review found that in the seven relevant cases we reviewed, the protocols weren't used. Call handlers mentioned the protocols in one out of the seven cases.

The force works well with multi-agency partners to safeguard and reduce the risk of harm to vulnerable people

Multi-agency working is an important part of the force's safeguarding strategy. The [multi-agency safeguarding hub](#) includes a wide range of partner organisations covering both child and adult safeguarding. In 32 of 33 relevant cases we reviewed, the force shared information with appropriate agencies, which allowed for a co-ordinated response to safeguarding. The force processes multi-agency referrals promptly, with no backlogs reported.

The force has systems or processes in place for promptly notifying schools of pupils living with [domestic abuse \(Operation Encompass\)](#). In eight of ten relevant cases we reviewed, officers notified schools about children exposed to domestic abuse. This means children may have received the required support in school.

The force uses appropriate measures to safeguard vulnerable people and reduce any risk from offenders

The force uses preventative orders and schemes to manage risk and protect vulnerable people. In 9 of 12 cases we reviewed, the force considered preventative orders to reduce the risk of further harm to victims. These include [Domestic Violence Protection Notices](#), [Domestic Violence Protection Orders](#), [Domestic Abuse Protection Orders](#) and [Stalking Protection Orders \(SPOs\)](#). This shows that the force is using all available tools to safeguard victims. The force is working to improve its use of SPOs. Processes for monitoring and enforcing these orders are well established.

In the year ending 31 March 2025, the force made Domestic Violence Protection Order applications in 2.84 percent of its domestic abuse crime cases. This is above the national average of 1.8 percent.

The force operates disclosure schemes such as the [Domestic Violence Disclosure Scheme](#) and the [Child Sex Offender Disclosure Scheme](#) in compliance with national statutory guidance, with timely disclosure to applicants. This empowers individuals to make informed decisions about their relationships and personal safety.

When working with partner organisations, the force considers additional ways to safeguard and protect vulnerable people and challenge offenders

When working with partner organisations, the force considers all appropriate ways to safeguard vulnerable people and challenge offenders. In three of seven cases we reviewed, the force appropriately referred the case to the [multi-agency risk assessment conference \(MARAC\)](#) and made [multi-agency tasking and co-ordination](#) arrangements. This means that the force and partners could create a multi-agency plan to reduce the harm to [high-risk domestic abuse](#) victims or their children and manage the risk from offenders.

We found that the force carried out a detailed assessment of cases to decide which it should refer to the MARAC. In the year ending 31 March 2025, the MARAC in North Yorkshire discussed 1,822 cases. This is more than the [SafeLives](#) recommendation of 1,430 cases.

The force usually records crimes committed against victims of domestic abuse, but it doesn't always cancel crimes of rape correctly

The force usually records crimes committed against victims of domestic abuse. In our quality service review, we examined 43 domestic abuse incidents. Of these, 37 crimes should have been recorded, and 34 crimes were recorded correctly.

We also examined 14 decisions to cancel crimes of rape. We found that 11 were cancelled correctly.

We examined 50 reported incidents of rape. All were recorded correctly as [N100](#), and no rape crimes were left unrecorded.

It is especially important that the force accurately records crimes involving victims of domestic abuse. It is equally important to cancel crimes only when it is certain that no crime was committed. Recording and cancelling crimes correctly helps to make sure victims receive the service and support they expect and deserve from the police. If the force doesn't record or cancel crimes correctly, offenders may go on to commit further crimes against their victims or against other vulnerable victims.

The force should continue to improve its approach to stalking offences

In our quality service review, we found evidence of an appropriate [stalking](#) risk assessment in eight out of ten relevant cases, and full details of stalking behaviour gathered and recorded in six out of ten relevant cases. Our workforce survey found that the force had provided 169 of the 389 respondents who worked in safeguarding with training about stalking in the past two years.

The force has invested in a civil orders team. It is raising awareness of powers such as SPOs, which it could improve use of. It is important that front-line officers and staff understand stalking and [harassment](#) and the powers to protect victims from further harm.

Managing fraud

Good

North Yorkshire Police is good at managing fraud.

Main findings

In this section, we set out our main findings that relate to how good the force is at managing fraud.

The force has effective accountability for fraud, and it understands and manages the threat of fraud in its communities

During our inspection, we found that the force had assessed the threat from fraud and understood how this affected its communities. This assessment shows the local and national threat picture for fraud, and the force has included fraud in its [control strategy](#). The force's fraud policy is clear and consistently gives direction for allocating fraud investigations and [safeguarding victims](#). The force has a named fraud lead and has clear governance at both a strategic and an operational level. The force effectively monitors performance in relation to fraud at a force-level performance board.

The force has enough capacity and capability to manage fraud in its communities and provide support to victims

During our inspection, we found that the force had enough capacity and capability to manage fraud. It has a dedicated [4P plan](#) for fraud. But it doesn't have dedicated 4P plans to target high-threat fraud. Fraud investigations are correctly triaged and passed to different investigation teams based on the level of complexity. When a fraud investigation is allocated to an investigative [officer](#) outside the economic crime unit, there is no specialist fraud oversight or supervision. However, the investigation does receive investigative supervision in line with all investigations. There is a dedicated fraud investigation team that effectively manages complex cases using the [fraud investigation model](#).

But the force doesn't have enough training in place for officers who carry out fraud investigations. Our staff survey showed that 144 of 186 respondents involved in managing fraud hadn't received any fraud training. The force has put fraud ambassadors with extra training in its teams to help support them.

The force works with multi-agency partners to raise awareness of the risk of fraud

During our inspection, we found that the force only had limited capacity to communicate with its communities and give advice to protect the public from fraud.

The force uses community messenger, a two-way digital system for communicating with the public, to give fraud protection advice to the public. But this is a sign-up service and doesn't reach all the force's communities. The force is aware that it needs to do more to help harder-to-reach communities, such as older people. It told us it had plans to make improvements in this area.

The force works with the University of York to educate students and prevent money muling. Money muling is when someone receives and transfers money derived from illegal activities to help launder it.

Providing a safe and lawful custody environment

Requires
improvement

North Yorkshire Police requires improvement at providing a safe and lawful custody environment.

Areas for improvement

The force should have effective governance and quality assurance processes to manage the safety and well-being of detainees

In its performance, data and quality assurance processes, the force didn't identify all the risks that we found during our inspection. Its oversight, quality assurance and governance of custody performance and risk would benefit from more focused improvement and development.

In particular, the force should follow local standard operating procedures and practices. This will help make sure detainees' experiences in custody are consistent.

The force has introduced a new interactive dashboard to its quality assurance processes. The force told us that once this is fully in place, it will enhance oversight and scrutiny.

The force has also used our feedback to create an action plan. It showed us that it has started to carry out some aspects of this plan. We would encourage it to continue this work to address the risks we identified.

The force doesn't adequately protect the rights and entitlement of detainees who are children

The force should improve the support available to detainees who are [children](#). For example, we found that [appropriate adult \(AA\)](#) provision was limited outside office hours. The force was bailing children before interview as it couldn't provide an AA.

Custody staff told us that they believed that an inspector had to approve calls to Appropriate Adults UK (an organisation that provides support to juveniles and [vulnerable adults](#) in custody), which limited AA attendance. The force told us that this approval isn't required, and it is informing staff. Senior leaders should work more proactively with partners to make sure AA contracted provision is available and effective in supporting children in custody.

We also found that when the force allocated female welfare officers to female children, the [officers](#) didn't always speak with the child, even though [section 31 of the Children and Young Persons Act 1933](#) requires them to do this. Another occasion where the force didn't follow the [College of Policing's authorised professional practice](#) resulted in an incident escalating and force being used on a 15-year-old child. The force has accepted our feedback in this area and developed an action plan to address the points raised. We encourage it to continue this work.

The force should effectively assess, manage and regularly review risk throughout detention and on release

The force should improve the way in which it assesses, manages and records [risk assessments](#) in custody. Custody staff aren't accessing the information needed to inform risk assessments.

For example, we saw occasions where staff didn't follow the [College of Policing's authorised professional practice \(APP\)](#) to carry out [Police National Database \(PND\)](#) checks when they should have done. Custody staff told us they weren't trained to carry out these checks, and they didn't know who to contact if a PND check was needed. The force has told us that it will move some PND licenses from other policing areas to custody. This means that staff will be able to follow APP and carry out PND checks where required.

We also found custody staff weren't always setting detainee observation levels correctly, and pre-release risk assessments often lacked detail. [Officers](#) and staff also didn't always comply with APP and the [Police and Criminal Evidence Act 1984](#) for use of force and strip search.

The force has told us it is addressing this feedback. We encourage it to make the necessary improvements.

Main findings

In this section, we set out our main findings that relate to how good the force is at providing a safe and lawful custody environment.

The force has external scrutiny in place

The force understands its responsibilities under the [public sector equality duty](#). It monitors custody data to identify [disproportionality](#). The force told us that initial training for [custody officers](#) included training on how to support detainees with mental health conditions and/or neurodivergent conditions. But some custody officers we interviewed couldn't recall this training.

The force is open to effective external scrutiny. It could show that external bodies regularly visited the custody suites and worked with custody officers and staff. The force was able to show how it documented and responded to feedback from external bodies such as the [Independent Custody Visiting Association](#), the [independent advisory group](#) and scrutiny panel.

The force protects detainees from neglect and harm

We visited the custody suites and found that they were clean, but not all the suites provided enough privacy for detainees. There are few potential [ligature points](#), and these are due to the design of the toilets. Custody officers and staff carry out daily cell checks as per authorised professional practice. The workforce raises any issues they find quickly, but the force could improve the timeliness of repairs.

Custody officers and staff treat detainees with dignity and respect and provide appropriate care. Detainees' individual needs are met. For example, there are adaptations for detainees with mobility issues or hearing or sight difficulties, and religious materials are available for detainees to practise their faith. Food to meet most dietary needs is available, and the force considers the specific needs of female detainees. But some custody suites have cells without handwashing facilities. This affects detainees' dignity and hygiene, particularly in the case of female detainees.

The force only arrests children as a last resort. Children spend as little time as possible in police custody. Decisions to detain children overnight are appropriate and are clearly recorded. Custody officers request suitable [alternative accommodation](#), but the local authority is often unable to provide it. Female children are allocated a female member of staff to oversee their care.

Detainees can exercise their legal rights

Custody officers authorise detention appropriately and explain the booking-in process. They clearly explain rights and entitlements and provide written notices setting these out. All suites have easy-read and Braille versions of these notices. For detainees who don't speak English, custody officers provide translated documents and arrange interpreters.

Detainees can speak with their legal representatives in private, either in person or on the phone. If detainees waive their right to legal advice, custody officers always explore the reasons why.

The force follows the Police and Criminal Evidence Act 1984 and its codes of practice when carrying out reviews of detention. The force carries out reviews in the best interests of detainees, and reviewing officers consider the needs of children and vulnerable adults. Custody officers inform detainees of reviews carried out while they are asleep.

Reviewing officers generally make detailed records of reviews that reflect each detainee's circumstances. But we did find examples where reviewing officers used generic templates without adding or removing text. This led to confusing or contradictory entries that didn't reflect the detainee's circumstances. If reviews are late, reviewing officers record the reasons why.

Initial training for permanent and temporary custody officers and staff is comprehensive and follows the national courses developed by the College of Policing. Custody officers and staff spend time shadowing more experienced colleagues and complete a workplace assessment before carrying out duties on their own. The force doesn't provide regular training days each year to all custody officers and staff for their [continuing professional development](#).

Use of force and strip search in custody is lawful, necessary and proportionate but isn't always subject to robust scrutiny

We reviewed 20 custody records involving use of force incidents, as well as CCTV footage in 15 cases, to make sure that when force was used in custody, it was proportionate, necessary and justified. Records were poor and lacked relevant detail that accurately reflected incidents. Custody officers showed good leadership and gave clear direction to keep officers and detainees safe.

Officers who use force in custody don't routinely submit individual use of force forms. We asked for use of force forms for the incidents we reviewed and received 41 of the 67 we expected.

The force has some quality assurance processes in place, but it can't always show that when it uses force in custody, it is necessary, justified and proportionate.

We found that 80 percent of custody officers and staff were up to date with their officer safety and first-aid training.

We reviewed 1 case that involved strip searches authorised under [section 54 of the Police and Criminal Evidence Act 1984](#) and 12 cases where clothing was removed for safety reasons. Not all custody officers recorded appropriate grounds for these searches.

There is effective healthcare provision for detainees with sufficient oversight from the force and NHS England

The force has a contract with PHL group to make sure detainees' healthcare needs are met. The force and NHS England effectively monitor the contract for all health provision for detainees. Health staff are available in the custody suite and carry out timely assessments of detainees' healthcare needs. Health staff treat detainees in an appropriate clinical space that protects their privacy and dignity. Health staff gain appropriate consent from detainees to access medical records and make onward referrals for ongoing support. Detainees have access to some appropriate medicines while in custody, including those to manage withdrawal from substances. But they don't have access to smoking cessation products while in custody.

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