

## HMICFRS Report Recommendations

Traffic Light Colour	Definition of target achievement
<b>GREEN</b>	The recommendation is implemented
<b>AMBER</b>	The recommendation is subject to ongoing work and monitoring but is anticipated will be implemented
<b>RED</b>	The recommendation is beyond designated deadline or cannot / will not be implemented (rationale required) or
<b>WHITE</b>	The recommendation is not CoLP responsibility to deliver or is dependent upon another organisation delivering a product.

## Policing and Mental Health - Picking Up the Pieces

A national joint report by HMICFRS  
Published November 2018

This report makes 3 recommendations for the police.

Recommendations & Areas for Improvement		Status	Due Date	Comment
1	<p><u>Recommendation</u> By January 2019, the NPCC lead for mental health and the College of Policing should draft and agree a new national definition of mental ill-health. This should be included within the new national strategy on policing and mental health that they are developing together. All forces should then adopt this definition as soon as reasonably practicable.</p>	<b>WHITE</b>	January 2019	This action is for the NPCC lead and the College of Policing
2	<p><u>Recommendation</u> By December 2019, forces should develop a better understanding of their mental health data, and the nature and scale of their demand. All forces should carry out a 24-hour snapshot exercise, using the new national definition of mental</p>	<b>WHITE</b>	December 2019	Dependant on 1 above being delivered. The Force lead on Vulnerability has been sighted on this action.

Recommendations & Areas for Improvement	Status	Due Date	Comment
<p>ill-health in Recommendation 1. This would help them see where their mental health demand is concentrated and identify any gaps in their data. The NPCC mental health lead should set out how the data was collected during the Welsh forces' snapshot exercise.</p> <p>This exercise will help forces understand the strain on the service by assessing the combination of demand and workload. This will then help forces when establishing and reporting mental health demand in their force management statements (FMSs).</p>			
<p>3</p> <p><u>Recommendation</u> By August 2019, all forces should review their existing partnership mental health triage services to assess their effectiveness, and the environment they are operating in. This will help them make decisions about sustainable future services with partners to make sure mental health care needs are being met.</p> <p>If forces find any deficiencies in their triage services, they should take steps to address them as soon as reasonably practicable.</p> <p>The College of Policing has agreed to devise some practice guidelines to help forces benchmark their triage activity. We will inspect on progress in this area as part of our integrated PEEL assessments inspection framework.</p>	<b>WHITE</b>	August 2019	<p>Practice guidance from the College of Policing to help forces benchmark triage activity is pending. During the recent hot debrief for integrated PEEL inspection November 2018, the Force received positive feedback in this area.</p>
<p>4</p> <p><u>Recommendation</u> By August 2019, all forces should review their mental health training programmes, using the College of Policing learning standards, to establish whether they are giving their officers the right tools to understand and respond to people with mental health problems.</p>	<b>AMBER</b>	August 2019	<p>Mental health training is being delivered as part of the vulnerability training package which was designed by the College of Policing.</p> <p>Learning and Development are reviewing this training with Members of the Vulnerability Working Group on 4<sup>th</sup> February 2019.</p>

Recommendations & Areas for Improvement	Status	Due Date	Comment
<p>If forces find any deficiencies in their training programmes, they should take steps to address them as soon as reasonably practicable.</p> <p>Where forces invite outside organisations to train staff, they must make sure its content and quality are checked against College of Policing APP.</p>			<p>Findings from the review of training will then inform any revised training which will be signed off at the Vulnerability Working Group and then the Training Improvement Board which is chaired by the Cdr Ops.</p>
<p>5</p> <p><u>Recommendation</u></p> <p>By 30 September 2019, the Department of Health and Social Care (DHSC) and the Home Office should review the overall state response to people with mental ill-health. The scope of this work should include as a minimum:</p> <ul style="list-style-type: none"> <li>• an assessment of the implementation of the Crisis Care Concordat;</li> <li>• crisis response and whether people with mental health problems can access appropriate services;</li> <li>• the role and responsibilities of police officers when meeting people with mental health problems; and</li> <li>• whether there is sustainable and integrated support to prevent repeat contact.</li> </ul> <p>The Crisis Care Concordat steering group should consider whether any changes are necessary, or should be considered, to legislation; structures; initial and ongoing training; and guidance and guidelines (for example, the APP and National Institute for Health and Care Excellence guidelines).</p> <p>The Crisis Care Concordat steering group should report to the Ministers in DHSC and Home Office with relevant recommendations, to improve the whole system relating to mental health, for:</p> <ul style="list-style-type: none"> <li>• the Department of Health and Social Care;</li> <li>• the Home Office;</li> </ul>	<p><b>WHITE</b></p>	<p>September 2019</p>	<p>This action is for the Department of Health and Social Care and the Home Office</p>

Recommendations & Areas for Improvement	Status	Due Date	Comment
<ul style="list-style-type: none"> <li>• the Ministry of Housing, Communities and Local Government;</li> <li>• NHS England;</li> <li>• the National Police Chiefs' Council;</li> <li>• the Association of Police and Crime Commissioners;</li> <li>• the College of Policing;</li> <li>• Public Health England; and</li> <li>• if necessary, other members of the Crisis Care Concordat steering group.</li> </ul>			

## Joint Inspection of the Handling of Cases Involving Disability Hate Crime

A national joint report by HMICFRS and HMCPSi

Published October 2018

This report makes 4 recommendations for the police, 3 are complete and 1 is being progressed.

Recommendations & Areas for Improvement	Status	Due Date	Comment
<p>1</p> <p>Chief constables should ensure that the system used to transfer information to the CPS regarding the request for charging advice clearly identifies cases where, in accordance with the definition, the police consider a case to be a hate crime.</p>	<b>AMBER</b>	<p>No deadlines have been set within the published report.</p> <p>Set for March 2019</p>	<p>There is a clear Hate Crime tick box on the MG3 Form which the City of London Police officers use as the standard form to submit for charging advice, which the officer in the case uses to highlight the fact that the case is a hate crime.</p> <p>Clarification is being sought as to the process steps leading to the transfer of information to the CPS to ensure that whilst we clearly articulate this information, that it is also clearly received and given due consideration.</p>

Recommendations & Areas for Improvement		Status	Due Date	Comment
2	Chief constables should ensure that all cases involving disability hate crime are accurately flagged in accordance with the Home Office counting rules for recorded crime.	NEW GREEN	No deadlines have been set within the published report.	The force has an appropriate process to identify and flag these cases at the earliest opportunity. New crimes are reviewed at the daily crime meeting and flags reviewed by the Crime Management Unit. High risk crimes are investigated by the Public Protection Unit and reviewed by the Head of the Public Protection Unit.
3	Chief constables should ensure that there is effective supervision of all disability hate crime cases, to assure themselves that investigations and subsequent case file submissions to the CPS have been completed to an appropriate standard.	NEW GREEN		Appropriate supervisory review processes are in place within the Public Protection Unit. The role of Gatekeeper ensures that case files are completed to the necessary standards before progression to the Administration of Justice department.
4	Chief constables should ensure that victims are offered an opportunity to make personal statements in all relevant cases, and that, when appropriate, these statements are taken and provided to the CPS.	NEW GREEN		The offering of victim personal statement is a supervisory check within the Niche system. Independent review during Integrated PEEL 2018 review, which included a dip sample of crime files, did not raise this as an issue during the hot debrief.

## Understanding the difference: the initial police response to hate crime

A national report by HMICFRS  
Published July 2018

This report makes 15 recommendations. 8 are for the Force, 5 of which are complete, 2 are in progress and 1 is held at WHITE pending the outcome of a review by the NPCC lead and College of Policing.

Recommendations & Areas for Improvement	Status	Due Date	Comment
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Recommendations & Areas for Improvement	Status	Due Date	Comment
<p>2</p> <p><u>Cause of concern</u> We are concerned that flagging hate crime incorrectly has serious implications for forces in terms of their ability to understand hate crime and how it affects victims and their communities, and then respond appropriately. Incorrect flagging also undermines the integrity of published national data and analysis.</p> <p><u>Recommendation</u> We recommend that, within three months, chief constables make sure hate crimes are correctly flagged, and that forces have good enough processes in place to make sure this is done.</p>	<p><b>NEW GREEN</b></p>	<p>October 2018</p> <p>Now</p> <p>December 2018</p>	<p>Existing guidance has been reviewed by the Head of Public Protection and the current Hate Crime SOP is appropriate.</p> <p>The Head of Public Protection is currently drafting new roles and responsibilities ahead of the implementation of the reformed Force Resolution Centre to ensure appropriate processes are embedded, which includes flagging.</p>

Recommendations & Areas for Improvement	Status	Due Date	Comment
<p>3</p> <p><u>Cause of concern</u> We are concerned that some hate crime victims may be vulnerable to being targeted repeatedly and, at the moment, the risks to them aren't being assessed well enough.</p> <p><u>Recommendation</u> We recommend that, within six months, chief constables adopt a system of risk assessment for vulnerable victims of hate crime. The NPCC lead for hate crime and the College of Policing should give chief constables advice about how best to do this.</p>	<p><b>NEW GREEN</b></p>	<p>January 2019</p>	<p><u>Current Position</u> Community Policing has reviewed the current risk assessment system and adopted the advice from the NPCC lead and College of Policing. CoLP has revised the ASB SOP to include a risk assessment question set and score matrix. This captures hate crime related incidents and links into E-CINS<sup>1</sup>.</p> <p>These enhancements further facilitate the identification of lower risk hate crime and assist in identifying and managing the response to repeat victims; high risk hate crime is already managed by the public protection unit with a suitable risk assessment process in place.</p> <p>The score matrix is available to officers within Pronto/Niche systems for them to complete when dealing with incidents.</p>
<p>5</p> <p><u>Cause of concern</u> We are concerned that the recurring risks to some hate crime victims aren't being managed well enough or consistently enough, and that the most vulnerable victims would be safer if the police routinely worked with partner organisations to manage risks to victims.</p> <p><u>Recommendation</u> We recommend that, within six months, chief constables work with partner organisations to adopt a system of risk management for vulnerable victims of hate crime. The NPCC</p>	<p><b>NEW GREEN</b></p>	<p>January 2019</p>	<p>The force already utilises the MARAC process, which is a robust risk assessment process, for hate crime incidents when appropriate and this is reflected within the Hate Crime SOP.<sup>1</sup> This is sufficient to manage risk effectively.</p> <p>National Guidance from the NPCC lead for hate crime and the College of Policing is pending.</p>

<sup>1</sup> E-CINS is a joint database used by partners to problem solve across many areas of policing

Recommendations & Areas for Improvement	Status	Due Date	Comment
<p>lead for hate crime and the College of Policing should give chief constables advice about how best to do this. They should also consider whether the principles of the multi-agency risk assessment conferences (MARAC) process are a good way to manage the risks to hate crime victims.</p>			
<p>6</p> <p><u>Cause of concern</u> We found that forces don't consistently use the Home Office cyber-enabled flag. This means forces and the government may not have good enough information to understand how much different groups are targeted online, which means they can't make sure effective decisions are made about how to respond.</p> <p><u>Recommendation</u> We recommend that, within three months, chief constables make sure that the Home Office cyber-enabled flag is consistently applied, and that forces have adequate systems in place to make sure that this is done.</p>	<b>AMBER</b>	<p>October 2018</p> <p>Now February 2019</p>	<p>The Head of Public Protection is currently drafting new role and responsibilities ahead of the implementation of the reformed Force Resolution Centre to ensure appropriate processes are embedded, this includes flagging.</p> <p>Existing guidance is in place and remains appropriate at this time.</p> <p>Cyber related flags are utilised in force, and the force is working to ensure the transmission of these onto the electronic Home Office Data Hub.</p>
<p>8</p> <p><u>Recommendation</u> Our inspection shows that some hate crime victims get a better service than others. This is because forces apply the national minimum standard of response to victims of hate crime inconsistently.</p> <ul style="list-style-type: none"> <li>• We recommend that, within six months, the NPCC lead for hate crime works with the College of Policing to review the operational guidance about the minimum standard of response to establish if it is still appropriate and relevant for forces</li> <li>• We recommend that, following the review, any agreed minimum standard of response for forces should be</li> </ul>	<b>WHITE</b>	<p>January 2019</p>	<p>This action is for the NPCC lead for hate crime and College of Policing.</p> <p>The force complies with current guidance issued by the College of police Hate crime operation guidance 2014.</p> <p>The College of Policing will be replacing their guidance with a Hate Crime APP, but no delivery timelines have been published.</p> <p>The Head of Public Protection maintains a watching brief.</p>

Recommendations & Areas for Improvement	Status	Due Date	Comment
<p>monitored by force governance processes, including external scrutiny.</p>			
<p>13</p> <p><u>Recommendation</u>            In our view, forces don't gather and use intelligence about hate crime consistently enough. This means forces don't have enough information to understand fully how different groups are victimised and make sure that officers make effective decisions about how to respond.</p> <ul style="list-style-type: none"> <li>• We recommend that chief constables make sure officers know it is important to find and record more intelligence about hate crime and use it to inform the police response.</li> </ul>	<p><b>AMBER</b></p>	<p>No date set by HMICFRS</p> <p>Deadline of April 2019 set</p>	<p>The production of a hate crime problem profile has been prioritised and will likely identify additional tasks to be taken forward.</p>

# Out-of-court disposal work in youth offending teams

A national joint report by HMICFRS and HMI Probation

Published March 2018

This report makes 11 recommendations, 5 are relevant to the Force and are in progress.

Recommendations & Areas for Improvement		Status	Due Date	Comment
4	<p><b>Recommendation</b> Youth offending teams and chief constables should: Make sure that the requirements of youth conditional cautions are meaningful to children, and describe the desired outcomes and how these will be achieved.</p>	AMBER	No deadline specified within the report	<p>The force has conducted an audit which has established a baseline of the number of youth conditional cautions and shortcoming arising from their issue. Numbers are low: 8 youth cautions and 3 youth conditional cautions in the year 2017/2018.</p> <p>A process map will be produced to ensure officers understand their specific roles in following Authorised Professional Practice (APP), this is likely to be supported with additional guidance. This will ensure that officers are able to articulate and reinforce the implications of receiving an out of court disposal to children before they accept it.</p>
5	<p><b>Recommendation</b> Youth offending teams and chief constables should: Make sure that all victims have a fully informed and effective opportunity to have their views heard, and to receive an appropriate restorative intervention.</p>	AMBER	March 2019 deadline set	
6	<p><b>Recommendation</b> Youth offending teams and chief constables should: Make sure that children understand the implications of receiving an out-of-court disposal before they are asked to accept it.</p>	AMBER		
10	<p><b>Recommendation</b> Chief constables should make sure that referrals to Youth Offending Teams (YOTs) are sufficiently timely to meet the needs of victims for speedy justice and achieve the objectives of out-of-court disposals; and make the YOT aware of all community resolutions given by the police.</p>	AMBER	No deadline specified within the report	<p>With reference to referrals to YOTs, this will be included in the process map referred to immediately above, providing clear guidance.</p>

	Recommendations & Areas for Improvement	Status	Due Date	Comment
11	Chief constables should make sure that they have clear and consistently applied policies for the gathering of fingerprints and other biometric information in youth caution and conditional caution cases.	AMBER	March 2019 deadline set	<p>The Custody Juvenile Detainees SOP has been reviewed, amended and published [November 2018].</p> <p>The Custody – Fingerprints and non-intimate samples within a Custody Suite SOP is still being reviewed.</p>

## PEEL: Police Effectiveness 2017 – National

A national report by HMICFRS

Published March 2018 There are 4 recommendations which applies to the Force; 3 are complete, 1 is held at WHITE pending input from the College of Policing

Recommendations & Areas for Improvement		Status	Due Date	Comment
3	<p><b>Recommendation</b></p> <p>The College of Policing, working with the NPCC leads, should develop an approach to peer review. This approach should support forces to work with each other to improve how they identify, respond to and keep safe vulnerable victims. The infrastructure to support peer reviews should be in place by September 2018 with the first reviews taking place by January 2019.</p>	WHITE	September 2018 And January 2019	Details of the peer review approach have not been released by the College of Policing at this time.

## PEEL: Police Effectiveness 2017 – CoLP

A Force report by HMICFRS, Published March 2018. There are 5 recommendations for the Force and these are complete.

Recommendations & Areas for Improvement		Status	Due Date	Comment
4	<p><b>Area for Improvement</b></p> <p>The force should enhance its approach to the 'lifetime management' of organised criminals to minimise the risk they pose to local communities. This approach should include routine consideration of ancillary orders, partner agency powers, and other methods to deter organised criminals from continuing to offend.</p>	NEW GREEN	No deadlines set by HMICFRS November 2018 deadline set to align to the PEEL inspection	<p>The Force has agreed to 4 Lifetime Offender Management Officers; these positions have been advertised internally and interviews are scheduled for the 6<sup>th</sup> and 7<sup>th</sup> February 2019.</p> <p>Successful candidates will then be trained.</p>

# PEEL: Police Legitimacy 2017 – National

A national report by HMICFRS

Published 12<sup>th</sup> December 2017

There are 2 recommendations which apply to the force; 1 is complete and 1 in progress.

Recommendations & Areas for Improvement	Status	Due Date	Comment
<p><b>Cause of concern</b> HMICFRS is concerned that forces are not able to demonstrate that the use of stop and search powers is consistently reasonable and fair. In particular, there is over-representation of BAME people, and black people in particular, in stop and search data which many forces are unable to explain.</p> <p><b>Recommendation</b> By July 2018, all police forces across England and Wales should be regularly and frequently monitoring a comprehensive set of data and information on use of stop and search powers to understand:</p> <ul style="list-style-type: none"> <li>• the reasons for any disproportionate representation of different ethnic groups in the use of stop and search;</li> <li>• the extent to which find rates differ between people from different ethnicities, and across different types of searches (including separate identification of find rates for drug possession and supply-type offences); and</li> <li>• the prevalence of possession-only drug searches, and the extent to which these align with local or force level priorities.</li> </ul> <p>Where forces identify disparities through monitoring, they should demonstrate to the public that they have:</p> <ul style="list-style-type: none"> <li>• carried out research and analysis in an attempt to understand the reasons for the disparity, and</li> <li>• taken action to reduce the disparity, where necessary;</li> </ul> <p>We expect forces to publish this analysis and any actions taken at least on an annual basis, from July 2018.</p>	<p><b>NEW GREEN</b></p>	<p>July 2018</p> <p>Now due November 2018</p>	<p>The stop and search dashboard is now regularly published and as at quarter 2 2018/2019 now includes details of find rates including drug possession.</p> <p>The Force Stop and Search and Use of Force working group now includes examination of outcomes by police unit.</p>

Recommendations & Areas for Improvement	Status	Due Date	Comment																		
<p>2</p> <p><b>Recommendation</b> By July 2018, and ongoing following that date, forces should ensure that all officers who use stop and search powers have been provided with, and understand, training on unconscious bias and College of Policing APP on stop and search.</p>	<b>NEW RED</b>	<p>Force Set deadline of December 2018</p> <p>Now set for March 2019</p>	<p>The Force has mandated training for all Police teams which undertake stop and search as part of their normal deployment, these teams have been identified.</p> <p>As at 31 December 2018 –</p> <ul style="list-style-type: none"> <li>• <b>309</b> Officers and Staff are identified as “priority 1” using the new priority audience method.</li> <li>• <b>162</b> of the Priority 1 officers have been trained, leaving <b>147</b> outstanding.</li> <li>• Sessions continue to capture the outstanding as below.</li> <li>• By 01 Feb 2019 (if all 129 delegates attend) there should be 18 outstanding from priority 1.</li> </ul> <table border="0" style="width: 100%;"> <tr> <td style="width: 150px;">30/01/2019</td> <td style="text-align: right;">15</td> </tr> <tr> <td>29/01/2019</td> <td style="text-align: right;">17</td> </tr> <tr> <td>28/01/2019</td> <td style="text-align: right;">13</td> </tr> <tr> <td>23/01/2019</td> <td style="text-align: right;">13</td> </tr> <tr> <td>22/01/2019</td> <td style="text-align: right;">12</td> </tr> <tr> <td>21/01/2019</td> <td style="text-align: right;">12</td> </tr> <tr> <td>10/01/2019</td> <td style="text-align: right;">20</td> </tr> <tr> <td>14/01/2019</td> <td style="text-align: right;">12</td> </tr> <tr> <td>09/01/2019</td> <td style="text-align: right;">15</td> </tr> </table> <p>More training dates are scheduled for February 2019.</p>	30/01/2019	15	29/01/2019	17	28/01/2019	13	23/01/2019	13	22/01/2019	12	21/01/2019	12	10/01/2019	20	14/01/2019	12	09/01/2019	15
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# Stolen freedom: the policing response to modern slavery and human trafficking

A national report by HMICFRS

Published October 2017

There are 11 recommendations; 7 of which apply to force, 6 are completed and 1 closed.

Recommendations & Areas for Improvement		Status	Due Date	Comment
5	<p><b>Recommendation</b> Immediately, forces should ensure that all victims carrying out criminal acts under compulsion attributable to slavery or exploitation are afforded the protection of early and continuing consideration of the applicability of the section 45 defence.</p>	NEW GREEN	<p>Immediate</p> <p>A deadline of February 2019 has been set.</p>	<p>The Human Trafficking standard operating procedure deals specifically with offenders who may also be victims in these circumstances.</p> <p>The SOP has been reviewed and published in March 2018 and remains on annual review.</p> <p>There is also a specific section on the Force intranet which offers guidance, advice and external contact details for officer use.</p> <p>The Head of Public Protection has issued further guidance to officers to ensure correct practices are followed.</p>

# Living in fear - the police and CPS response to harassment and stalking

A joint national report by HMCPSi and HMIC

Published July 2017

There are 22 recommendations; 4 of which apply to the Force, 2 are complete, 1 is in progress and 1 is closed.

Recommendations & Areas for Improvement		Status	Due Date	Comment
9	<p>Chief constables should ensure that officers are aware of, and use appropriately, the powers of entry and search for stalking. Chief constables should also ensure that adequate records of these searches are compiled for audit and compliance purposes.</p>	NEW GREEN	<p>No deadline set by HMICFRS</p>	<p>Guidance exists as to the search powers available to officer under legislation.</p> <p>All stalking cases are managed by the Public Protection Unit who are fully aware of these powers and consider them in all relevant cases. All</p>

Recommendations & Areas for Improvement		Status	Due Date	Comment
			A deadline of April 2019 has been set	cases are reviewed by Public Protection Unit supervisor for initial assessment. Searches are recorded on Book 101s and stored with case papers, and noted on the Niche system.
10	Chief constables should work with criminal justice partners to identify what programmes are available to manage offenders convicted of harassment and stalking offences in their respective force areas. In the absence of such programmes, they should review whether interventions could and should be established.	AMBER		<p>The Head of Public Protection continues to seek confirmation from criminal justice partners as to what programmes they access for convicted offenders.</p> <p>The Head of Public Protection is now attending a monthly London Regional meeting around managing harassment and stalking offenders and this item is on the agenda for the next meeting to discuss and develop a London region response working with partners.</p>
11	Chief constables and CPS Area leads should monitor and ensure compliance with the national stalking protocol.	NEW GREEN		<p>The Stalking and harassment protocol forms part of the Force SOP. All cases referred to CPS must include the 'checklist' as per the protocol. This is part of the initial supervisor check on niche before submission to the Administration of Justice department. CPS will provide feedback as part of their file review highlighting any issues of compliance with the protocol.</p> <p>All stalking and domestic abuse harassments pass through Public Protection Unit and its supervisors will make decisions taking the protocol in to account.</p> <p>A Gatekeeper post has been introduced to quality assure documents pre charge and file quality post charge to ensure the force meet requirements, this will include stalking and harassment checklist.</p> <p>Domestic Abuse DIP sampling includes Stalking &amp; Harassment cases and elements of this cover those featuring in the protocol (S-DASH completed, safeguarding measures, supervisor reviews) thus demonstrating and highlighting if we were not adhering. No issues identified.</p>

## Best Use of Stop and Search Scheme revisit 2016

A Force report by HMIC, published February 2017. HMIC reported that following a revisit in November 2016 they found that the Force was compliant with the Best Use of Stop and Search scheme having previously failed on 2 requirements. HMIC further advised that the Force's monitoring and analysis could be further enhanced and these suggestions have been accepted and are reported below. Total of 3 actions: relevant to the Force these are complete.

	Recommendations & Areas for Improvement	Status	Due Date	Comment
1	<b>Areas for Enhancement</b> Enhance monitoring data on: - the reason for searches (e.g. drugs) by ethnicity and age	NEW GREEN	April 2017 [internal deadline] Now Due: November 2018	This analysis is now included within the published Stop and Search dashboard with effect from Qtr. 2 2018/2019 and will included as part of the standard build for future dashboards.