

1. How good is the force's service for victims of crime?

1.1 The force manages incoming calls, assesses risk and prioritises the police response well

1.1.1 Answers 999 and 101 calls within the force's agreed time frames a substantial proportion of the time, and has a low number of callers disengaging while waiting for the call to be answered

1.1.2 The call handler correctly records the details of the call; the call handler uses and correctly records a structured initial triage and risk assessment to inform the prioritisation given to the call to provide the most appropriate response

1.1.3 Call handlers act politely, appropriately and ethically, using clear unambiguous language and give appropriate safeguarding and evidence preservation advice.

1.2 The force deploys its resources to respond to victims and incidents in an appropriate manner.

1.2.1 The force responds to calls for service within its published time frames based on the prioritisation given to the call and does not inappropriately change the prioritisation of a call (i.e. on the basis of managing down demand when short of resources)

1.2.2 The force provides an appropriate response, taking into consideration risk and victim vulnerability, including information obtained subsequent to the initial call (i.e. from the public/officers/systems checks)

1.3 The force's crime recording can be trusted.

1.3.1 The force is effective at recording reported crime

1.3.2 The systems and processes within the force support accurate crime recording

1.3.3. The force demonstrates the necessary leadership and culture to meet the national standards for crime recording

1.4 The force has effective arrangements for the screening and allocation of crimes for further investigation and these take into account vulnerability.

1.4.1 The force has a suitable crime screening/allocation policy which it adheres to and applies in a consistent way

1.4.2 The victim is informed promptly if a crime is screened out

1.5 The force carries out a proportionate, thorough and timely investigation into reported crimes, with senior level governance providing robust scrutiny

1.5.1 All investigative opportunities are considered and those which are proportionate are carried out in a timely manner

1.5.2 The Code of Practice for Victims of Crime is adhered to

1.5.3 Investigations are appropriately supervised and reviewed

1.5.4 The force has an effective investigations policy

1.5.5 The force has effective governance arrangements for investigative standards

1.6 The force makes sure that it follows national guidance/rules for deciding the outcome it gives for each report of crime.

1.6.1 The force has an outcomes policy which aligns with national guidance/rules and which is complied with and applied consistently

1.6.2 When making an outcome decision, the force's systems and processes make sure that appropriate consideration is given to the nature of the crime, the offender and the victim

1.6.3 The force demonstrates the necessary leadership and culture to ensure the use of outcomes is appropriate; standards of compliance with force and national policies are high

2. How good is the force at engaging with the people it serves and treating them fairly, appropriately and respectfully?

2.3 The workforce understands how to use stop and search powers fairly and respectfully.

2.3.1 Officers are sufficiently trained in how to use stop and search fairly and appropriately. This knowledge is applied during their interactions with the public

2.3.2 The overwhelming majority of recorded grounds for stop and search are reasonable

2.3.3 Body-worn video is used in all stop and search encounters. Interactions between officers and the public are improved as a result

2.4 The force understands and improves the way it uses stop and search powers.

2.4.1 The force can demonstrate that its use of stop and search conducted under section 1 PACE and associated legislation is fair and effective

2.4.2 The force can demonstrate that its use of stop and search under section 60 Criminal Justice and Public Order Act is fair and effective

2.4.3 The force acts upon scrutiny and challenge received from an external independent forum to improve officers' use of stop search powers

2.5 The workforce understands how to use force fairly and appropriately

2.5.1 Officers and staff are trained in how to use force fairly and appropriately. This knowledge is applied during their interactions with the public

2.6 The force understands and improves the way in which it uses force.

2.6.1 The force understands how, and with what impact, its officers use force and it uses this knowledge to make improvements

2.6.2 The force acts upon scrutiny and challenge received from an external independent forum to improve how officers use force

4. How good is the force at responding to the public?

4.1 The force identifies and understands risk effectively at initial contact.

4.1.1 Call handlers answer calls quickly and use a structured approach for risk assessment; they record this on force systems, allowing effective safeguarding of victims and better deployment decisions to be made

4.1.2 The force understands and promptly identifies vulnerability at first point of contact

4.1.3 The force seeks advice from experts to inform and help better decision making and risk assessments

4.1.4 The public are able to contact the force through a range of channels to report that a crime has occurred

4.2 The force provides an appropriate response to incidents, including those involving vulnerable people.

4.2.1 The force attends incidents quickly enough to secure scenes, safeguard and protect victims and provide the quality of service expected

4.2.2 The force thoroughly assesses a victim's vulnerability and risk at the initial response

4.2.3 The force is effective at managing crime scenes and making the most of early evidence opportunities

4.3 The force understands the demand faced by officers responding to calls for service and manages its resources to cope with that demand.

4.3.1 The force has a good understanding of initial emergency response demand; this understanding informs its decision making on resource deployment and the number of officers it needs

4.3.2 The force can effectively view its demand across all areas allowing it to consider current demand against current resource

4.3.3 The force supports and develops the supervisors of initial responders; they provide effective leadership at actual incidents, not just observing and directing remotely.

5. How good is the force at investigating crime?

5.1 The force understands how to carry out quality investigations on behalf of victims and their families

5.1.1 The force has effective governance in place (strategy, policy and accountability) to make sure that it can address the capacity, capability and standards it needs to achieve quality investigations

5.2 The force understands the crime demand it faces and what resources it needs to meet it effectively.

5.2.3 Investigations are allocated using effective processes based on a risk assessment of threat, risk, harm that allow the force to meet a wide range of crime demand.

5.2.4 The force understands the capacity and capabilities required to meet digital, cyber and forensic demands (support for investigations).

5.3 The force provides a quality service to victims of crime.

5.3.1 The force consistently conducts thorough investigations, leading to satisfactory results for victims

5.3.2 The force achieves good results for victims by pursuing evidence-led investigations, when appropriate to do so, and actively pursues prosecution on behalf of the victim

5.3.3 The force maintains victim and witness confidence through adherence to the Code of Practice for Victims of Crime

5.3.4 Victims and witnesses are provided with adequate support, which encourages them to see criminal justice proceedings through to completion

5.3.5 Effective and appropriate supervision and review of investigations has a positive effect