


PCC and CC Force Inspection response record

Version Dec 2024

Force	Staffordshire
Police and Crime Commissioner	Ben Adams
Chief Constable	Chris Noble
Title of inspection	An inspection of the police response to the public disorder in July and August 2024: Tranche 2
Published Date	07/05/2025
Inspectorate	 <p>HMICFRS Making communities safer</p>
Summary of inspection	<p>Tranche 2 report sets out findings on the police service's:</p> <ul style="list-style-type: none"> • use of an intelligence-led approach; • arrangements for tackling online content and social media; and • crime investigations.
Grade	
Recommendations	<p>Recommendation 1</p> <p>With immediate effect, the National Police Chiefs' Council and chief constables should create a plan and begin work to improve how the police service collects, analyses and communicates intelligence about disorder. They should plan to:</p> <ul style="list-style-type: none"> • establish clear and resilient intelligence networks, functions and processes to help respond to national emergencies involving disorder more effectively; • test these arrangements once they have been established; • give National Police Coordination Centre strategic intelligence and briefing greater capacity and capability to support recognising, analysing and responding to information and intelligence on disorder • prioritise the collection, analysis and distribution of intelligence on disorder and community tension; • make sure that frequent, accurate and comprehensive strategic intelligence assessments on the threat and risk of disorder are reflected in public order public safety strategic risk assessments; • revise how the police service classifies and collects intelligence on disorder to help it to better assess the threats posed, including whether intelligence categories such as "cultural nationalism" and "domestic extremism" are relevant and understood across policing; • make sure each police region has an intelligence team or function that can assess the threat of disorder, which we suggest could be part of each regional information and co-ordination centre; and • make sure that neighbourhood policing teams perform a central role in helping forces to better understand community mood, sentiments and tension.

	<p>Recommendation 2</p> <p>With immediate effect, the National Police Chiefs’ Council and chief constables, working with the Home Office, should create a plan and begin work to better understand and respond to the risk associated with online content. They should plan to:</p> <ul style="list-style-type: none"> • make sure that at force, regional and national levels there is enough police capacity and capability to monitor, analyse and respond to online content; • make sure that forces have capacity and capability to manage risk from online content through effective communication arrangements; • identify the full range of technical solutions that the police service uses, or could use, to improve monitoring and analysis of online information and intelligence on disorder, and responses to it; • review whether provisions within the Online Safety Act 2023 are fit for purpose to support policing in its response to disorder; and • improve structures and arrangements for liaison and support between the police service, government departments and online service providers. <p>Recommendation 3</p> <p>With immediate effect, the National Police Chiefs’ Council and chief constables, working with the College of Policing, should create a plan and begin work to improve how the police service investigates offences associated with large-scale disorder. They should plan to:</p> <ul style="list-style-type: none"> • revise the public order public safety Strategic Policing Requirement to include and specify the range of investigative resources that can be deployed when the national mobilisation plan is activated; • make sure that senior investigating officers receive training and guidance to better manage investigations into widespread disorder; • make sure that there is an investigation plan or strategy that can be used by all forces at times of a national police mobilisation to disorder; and • make sure that all forces routinely carry out structured debriefs of suspects and offenders, to obtain potential evidence or intelligence about disorder.
Areas for improvement	

Police, Fire and Crime Commissioner’s initial response

The Commissioner welcomes the findings of this report into the police response to violent disorder which amongst other areas blighted Stoke-on-Trent and Tamworth in the summer of 2024. A dedicated investigation team has worked tirelessly to review all the footage to bring those responsible to justice.

The national reflections and Staffordshire’s input into the recent Home Office Select Committee inquiry demonstrate the importance of intelligence gathering, analysis and dissemination to help understand community tensions and support an effective and proportionate response to potential disorder. Good neighbourhood policing is central to this and the ongoing efforts to improve community cohesion. I strongly support the Inspector’s recommendation for a more strategic approach to the coordination and mobilisation of public order public safety and investigative resources.

Chief Constable's response

The force has welcomed the report and its recommendations from HMICFRS as Staffordshire Police was one of the forces inspected as the disorders actually happened in its own county. There were two major incidents in Staffordshire; one in Hanley (Saturday) when an 'organised protest' descended into violent disorder, and the following day (Sunday) an angry mob congregated to attack immigrants in a hotel in Tamworth. HMICFRS inspected the force on their response to the riots in Tamworth.

When the Home Affairs Committee launched an inquiry to consider the policing response to the disorder in England and Wales, Chief Constable Chris Noble, national lead for the policing of protest, gave evidence at the Home Office Select Committee in December 2024.

The disorders had a huge impact on police officers; physically and mentally, as well as the impact on their well-being. As Chris Noble said when giving evidence to the Committee, "this will change some officers for the rest of their lives and they will live with the impacts of it for the rest of their lives." The police officers in Tamworth had petrol poured on them in an attempt to set them on fire.

On publication of the Committee's final report (published 14 April 2025), Staffordshire Police was praised for 'bravery' during the 2024 riots.

Staffordshire actively addressed the recommendations from the HMICFRS Tranche 1 report. With structured debriefs, continuous review, and governance, Staffordshire is well-positioned to enhance its response to public disorder, improve resource mobilisation, and support officer well-being. These efforts ensure the force remains responsive, efficient, and supportive of its personnel in managing public order incidents.

All recommendations listed in the Tranche 2 HMICFRS report will be dealt with in the similar manner as the first report. The recommendations will be transferred onto the force action plan system and progress of the recommendations will be monitored via the Public Order Public Safety (POPS) Commanders Board chaired by ACC Local Policing and Operations. The actions will be signed off, when complete and satisfactory, at the Inspection and Audit governance board chaired by the Deputy Chief Constable.

Police, Fire and Crime Commissioner's overall comments

I welcome the emphasis that HMICFRS places on the important role that neighbourhood policing has in building trust and gathering community intelligence in order to keep the communities they serve safe. The Neighbourhood Policing Guarantee and the uplift in neighbourhood officers will be key to this.

I agree that all forces must work together to tackle disinformation online and improve transparency and public confidence to avoid recurrence of the incidents in 2024. In addition, the Strategic Policing Requirement must be more than a document—it must be a living framework that is regularly tested and audited to ensure readiness for national threats. I will continue to scrutinise our local response to public order, cybercrime, and terrorism preparedness through existing governance procedures