

How effectively do the police record crime? August 2025

Report: [How effectively do the police record crime? PEEL spotlight report](#)

Response from: Office of the Police and Crime Commissioner, Hampshire and Isle of Wight

Accurately recording crime is vital to protecting communities and supporting victims. This latest HMICFRS inspection into the accuracy of crime recording shows that policing nationally has improved, but also makes clear there is more work to do to ensure every report of crime is accurately and properly captured.

I know as Police and Crime Commissioner even small gaps in recording can have a big impact for both victims who need timely support, and for the public's trust in policing. That is why I am determined to drive further improvements and ensure my Chief Constable takes the necessary steps to deliver for the residents of Hampshire and the Isle of Wight.

Key Observations and Concerns

The report clearly highlights persistent issues regarding the accuracy and timeliness of crime recording across forces:

- While most forces now record over 90% of recorded crime and six forces exceed 95% compliance, individual inconsistencies remain a problem. Variations across teams in applying Home Office crime-recording rules have led to under-recording in some areas, which risks diminishing public trust.
- Incomplete supervisory oversight: the report highlights gaps in the quality assurance framework, with frontline decisions not always being reviewed robustly by supervisors.
- Variable victim experience: not all victims are receiving timely updates on the progress of their cases, undermining confidence and potentially affecting their willingness to engage.
- Public confidence: if victims believe their reports aren't being fully captured or taken seriously, they are less likely to come forward, which in turn hampers our ability to protect vulnerable people.
- Governance and accountability: without clear ownership of crime-recording performance at senior levels, improvements may falter or be inconsistently applied.
- Training and cultural reinforcement: officers and staff need ongoing support to sustain correct crime-recording practices, particularly as new crime types and reporting channels emerge.

Recommendations for Improvement

I fully support HMICFRS's areas for improvement and will work closely with my Chief Constable to ensure their delivery. In particular, I will be monitoring the Constabulary's progress against key areas, including:

- Strengthen governance: ensuring there is a committed senior lead for crime-recording accuracy driving visible improvements and embedding performance reviews at a senior leadership level.
- Enhance quality assurance: monitoring the audit programme targeting random samples of crime reports with accountability where action is needed. Publishing these audit outcomes and improvement plans internally maintain transparency across the force at all levels.
- Invest in training and professional development: Review the forces refresher courses on Home Office Counting Rules and victim-centric recording to ensure that this training is taking

place and where improvements can be made to training opportunities with scenario-based workshops to embed learning in real-world contexts as crime types evolve and become more complex.

Our commitment

- Ongoing scrutiny: I will continue to hold my Chief Constable to account through my formal governance structures such as my Accountability board, ensuring recording practices remain rigorous and improvements are embedded into day to day operations improving the basic principles of policing.
- Training investment: supporting force wide training and refresher training to ensure all aspects of crime recording from frontline officers through to supervisor reviews adhere to best practice.
- Performance monitoring: I will review crime recording data, with a focus on timeliness and data integrity, to ensure all victims of crime are given a speedy and detailed investigation.
- Transparency to rebuild trust: accurate crime recording is foundational to public trust. Our residents of HIOW deserve confidence that their reports are taken seriously, recorded accurately and is acted upon swiftly.

While locally we have made strides this past decade, our work continues. I remain committed to ensuring that every crime reported is properly recorded, every victim of crime is served and our force maintains and builds the transparency and trust our communities expect and deserve.

Donna Jones
Police and Crime Commissioner, Hampshire and Isle of Wight

Response from: Hampshire and Isle of Wight Constabulary

This HMICFRS inspection reviewed the overarching question as to what extent police recorded crime can be trusted. Hampshire and Isle of Wight Constabulary (HIOWC) welcome this inspection report and is assured that crime data integrity (CDI) is a central element within our business and is an integral element of our commitment to exceptional local policing, the relentless pursuit of offenders and putting victims first. Our approach to CDI means that it remains subject to regular and robust scrutiny and has clear governance and oversight from the Chief Officer Group.

Recommendation 1 - Forces need to improve their recording of all violent crime, in particular conduct crimes such as harassment, stalking and controlling or coercive behaviour and less serious assaults.

- HIOWC internal audits have identified some under recording of Harassment, Stalking and less serious assaults, in response to this the Crime Incident Management Unit (CIMU) has changed its processes to ensure that occurrences of this nature are subject of a secondary crime recording review within 48 hours of the initial report being made.

Recommendation 2 - Forces should make sure they quickly and correctly record crimes related to domestic abuse.

- The constabulary recognised that there was further work to do with regards to domestic abuse crime recording which could require a change of approach. This occurrence type continues to be audited regularly by the teams within CIMU and there is a continuous monitoring of standards.

Recommendation 3 - Forces need to make sure all officers and staff involved in crime recording are appropriately trained and understand their role in recording crime. They should also make sure there is effective oversight and scrutiny of crime-recording decisions and accuracy.

- The constabulary has a range of different training materials available, including videos, online learning packages and guidance documents which are available to all officers and staff – with the online learning being mandatory. New officers receive a CDI input as part of their training with work ongoing to ensure similar sessions are delivered more routinely into other training events to enable the refreshment of knowledge.
- For effective oversight the CIMU provide a risk based and proactive back stop to decision makers across the force and the FICAS undertake a comprehensive audit schedule to ensure compliance in all areas of Home Office Counting Rules are monitored. Furthermore, CIMU review high priority crimes within 24 hours checking Contact Management have given the correct initial classification and in addition to reviewing crimes that officers have created or reclassified for themselves. This is complemented by robotic checks for all filed jobs, checking for inconsistencies. CIMU officers also manually check all cancellation requests and Formal Action Taken outcomes.
- In addition to the above the constabulary has in place regular Quality Service Reviews which includes CDI checks, alongside the FICAS quarterly HMICFRS style CDI audits and bespoke thematic reports.

In summary the constabulary is assured that there is robust oversight and scrutiny. Contact Management also have very good internal CDI oversight supported by knowledgeable dedicated people, this is governed and overseen by their own CDI Silver group. The constabulary also has the CDI Governance group headed by an ACC where department representatives attend to enable force wide accountability and responsibility for its CDI.

Performance scrutiny indicates sustained improvement over the last ten years both in terms of compliance and grading. Whilst everything contained within the spotlight report is relevant to H&IOW, the constabulary are constantly taking steps to address any identified shortcomings and it is clear that the constabulary has listened, learned and responded to the findings of HMICFRS and will continue to do so

Sam de Reya
Deputy Chief Constable, Hampshire and Isle of Wight

Recommendations:

Recommendation 1: Forces need to improve their recording of all violent crime, in particular conduct crimes such as harassment, stalking and controlling or coercive behaviour and less serious assaults.

OPCC response: Victims rely on us to take their reports seriously, and under-recording these offences undermines both public confidence and our ability to protect the most vulnerable. I will work with my Chief Constable to:

- Launch an audit of violent crime reports, in particular conduct crimes such as harassment, stalking and controlling or coercive behaviour and less serious assaults with results reported directly to my office to identify the strengths and weaknesses within these crimes.
- Embed clear escalation routes so that any recording concerns are immediately reviewed at senior leadership level where action can and does take place.

Recommendation 2: Forces should make sure they quickly and correctly record crimes related to domestic abuse.

OPCC response: Victims of domestic abuse depend on us to respond swiftly and decisively, and any delay or inaccuracy in recording can put lives at risk. While I recognise there is a review being undertaken in the force, I will be seeking regular and detailed updates from my Chief Constable around the delivery to DA victims and the recording of both risk and how cases are being dealt with.

Recommendation 3: Forces need to make sure all officers and staff involved in crime recording are appropriately trained and understand their role in recording crime. They should also make sure there is effective oversight and scrutiny of crime-recording decisions and accuracy.

OPCC response: I will be holding my Chief Constable to account in ensuring every officer and staff member understands their role in crime recording and that decisions are subject to robust oversight. Clear training and scrutiny are vital to uphold accuracy and public confidence.