



HMICFRS
Monitoring Portal Team

2 July 2025

POLICE & CRIME COMMISSIONER RESPONSE TO THE HMICFRS INSPECTION REPORT: 'An Inspection of the Police response to the public disorder in July and August 2024. Tranche 2: use of an intelligence-led approach, tackling online content and social media, and crime investigations.

A rapid review was conducted due to the tragic events that took place in Stockport and the widespread unrest and serious disorder which broke out in many towns and cities across the UK. The first part of this Inspection, Tranche 1 concentrated on, capacity and capability, coordination, mobilisation and wellbeing. Tranche 2 considered evidence gathered in Tranche 1 from an additional five police forces, which included South Wales concentrating on an additional three areas, intelligence led approach, tackling online content and social media and crime investigations.

The report acknowledges that since 2021 the police have had to deal with notable incidents of serious disorder, and many cities in the UK have experienced protests, some of which were violent and involved people with extreme beliefs, we have to accept that police services have not sufficiently prioritised intelligence on disorder even though the Strategic Policing Requirement includes it as one of the most significant threats to public safety. It is visible that the police have lessons to learn to improve the police service's response to widespread serious disorder in the future.

Although, it is encouraging to see that the Wales Regional information and co-ordination centre (RICC) which covers Gwent, South Wales and Dyfed Powys Police, with the support of the three Chief Constables, was specifically mentioned as showing a good structure and working arrangements and will now provide a positive example for other RICCs to follow.

I support Assistant Chief Constable Simon Belchers' comments on this report, which are detailed below:

"We are pleased to see that the Wales RICC was recognised as providing a positive example and that the benefits of the dedicated public order intelligence team which is based in South Wales was also noted. The team has played a crucial role in identifying potential incidents of disorder and protests at an early stage and ensuring that proportionate resources are assigned to the events, as well as providing key intelligence on the day of event to commanders through a public order lens. We will continue to develop this capability.

In relation to analysing and responding to online content, the force intelligence and public order Intelligence teams do carry out this function and have identified potential disorder and protests, however the capability needs to be improved further and ensures that it keeps pace with future technology and use of such content.



This has also been identified in a recent review of our capabilities in preparation for the Euros 2028 and work is ongoing to ensure we address any gaps and act on good practice from other forces.

South Wales Police has developed its investigation processes in relation to disorder, as a result of learning from serious disorder incidents that we have dealt with in recent years. Senior Investigating Officers (SIOs) are invited to development days with commanders and have delivered presentations to commanders around their requirements and SIOs are part of the governance structure at the very beginning of any incident of disorder. An example of improvements seen, is that public order officers and commanders are more aware of the need to collate evidence via body worn evidence during the initial hours of disorder and ensuring the SIO has a more cohesive oversight of the evidence."

I am grateful for the Assistant Chief Constable's comments and the commitment to continue to learn and attend development days, it is also satisfying to see that improvements are already being seen in relation to awareness of officers and commanders. I will ensure my office works closely with South Wales Police to support them through this process.

A handwritten signature in black ink, appearing to read 'Emma Wools'.

Emma Wools
Police and Crime Commissioner for South Wales