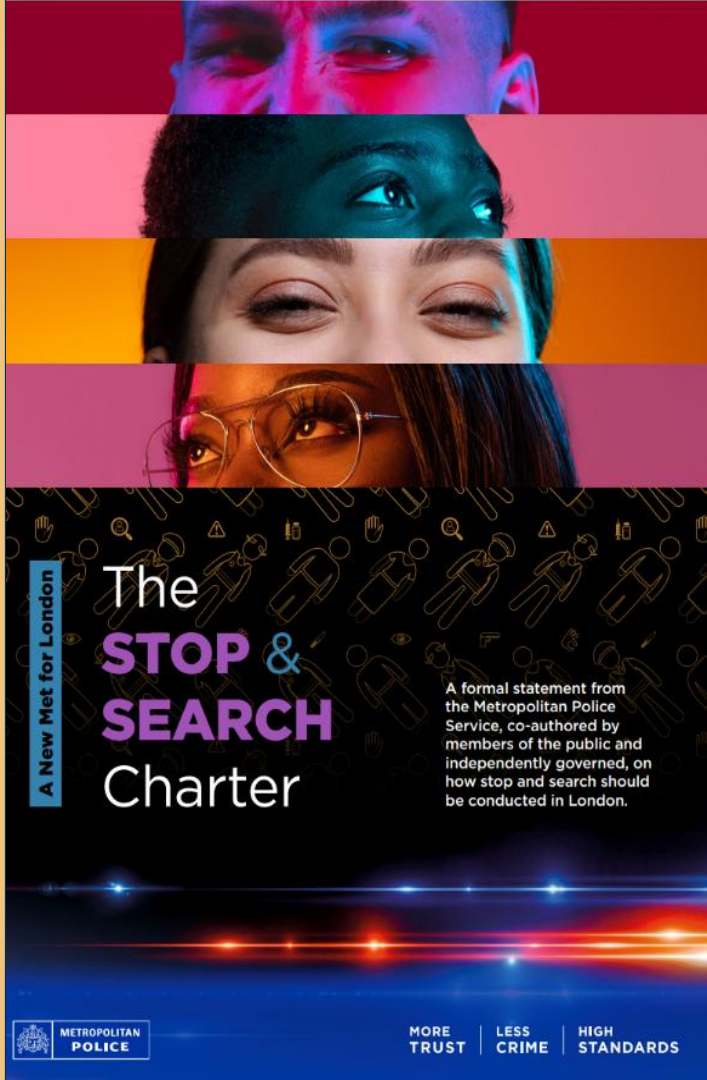
The Stop and Search Charter Action Plan

A commitment to improve stop and search to build trust and reduce crime.

Metropolitan Police



About the Charter

27th February 2025

The Met published the Stop and Search Charter - a landmark commitment to fair, accountable policing.

Community-Led

Created through community consultation. Written by young people for the people of London, especially those most affected by stop and search.

8 Key Themes

Those most affected identified 8 priority areas where the Met must focus its efforts.

Real Change

Each action outlined in this document has been tested with community members to ensure it meets the commitments set out in the Charter.



These changes also work alongside: The Children's Strategy, Violence Reduction Teams, London Race Action Plan and Trauma Informed Policing.

The 8 Key Themes

1. Quality of the Encounter
2. Improved Training
3. Improved Supervision
4. Complaints Handling
5. Better Use of Technology
6. Independent Governance
7. Community Involvement
8. Public Understanding

Training for New Recruits

1 Full Recruit Training Review

A full review of recruit training to ensure officers are confident to use their powers fairly, with particular focus on dealing with children and vulnerable people.

2 A Single Internal Stop & Search Webpage

Creation of a single webpage with all guidance in one place on the internal intranet - making it easier for the Met to keep everyone up to date and for officers to access.

3 Virtual Reality Training

Utilise immersive virtual reality to give recruits realistic experience to understand and practice their powers before they hit the streets.

4 New Sign-Off Process

A new rigorous sign-off process aligned to Charter principles, so every officer is fully prepared before going on patrol.

5 Training for Instructors

Ensuring those who sign off recruits are consistently applying Charter principles and willing to identify and act against anyone not meeting the required standard.

Training for Existing Officers

6 A full review of officer training

A full review of officer training, ensuring it is up to date and in-line with what is being taught to new recruits and supervisors. It should be regularly reviewed, reinforce good practice and cover new changes.

7 New Met for London Training

Training all officers and staff on the Stop and Search Charter, what the community feels needs to change in stop and search and why.

8 Officer Survey

We have surveyed officers asking them what they feel can be done to improve confidence both internally and externally when it comes to stop and search. It has received over 20,000 responses, which the Met will use to shape its future.

9 Ongoing Continual Professional Development

A commitment to regular ongoing training for officers, to reinforce behaviours, be clear on messaging and highlight new changes. We expect this to improve the standard of searching by officers, particularly the quality of the interaction, leading to better communication, clearer grounds and less traumatic interactions with young people.

10 Creation of Officer Training Records

A record of what officers have been trained and when. This allows us to keep track of when an officer has completed training, identify when training is due and understand what they have been taught.

Improving Supervision

11 Updated Guidance

Ensuring supervisors understand and consistently apply processes when good/bad searches are identified.

12 Supervisor Awareness

Ensuring supervisors are aware of the tools available to upskill officers where a training need is identified.

13 Line Manager Feedback

Searches are currently reviewed within 72 hours by any supervisor. Their own line manager may not therefore be aware of potential issues. We aim introduce a system for the supervisor to inform the line manager to close the gap.

14 Use of Force Review

Working with supervisors to dip sample and audit searches where force has been used. Identifying why the force has been used to ensure it is appropriate and proportionate to the case.

Becoming a Learning Organisation

15 Learning to be moved from Professional Standards

Currently learning is recorded by the same unit who deal with misconduct. The associated stigma is preventing it being used. It will be moved to a different part of the organisation with the aim of encouraging learning conversations to improve performance.

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16 QuEST

A new system used to assess the **quality** of stop and search interactions, not just their **legality**. This new process will provide us with significant new data to help us benchmark the quality of searches. It encourages conversations between officers and their line managers to help them improve, providing better support.

17 Organisational Learning App

Creating an app that can store all learning to do with stop and search. It will allow us to record and respond to external recommendations, identify trends and address areas of concern, and record decision making.

18 Training Feedback Loop

Utilising the Organisational Learning App, QuEST and other data sources to make changes to both recruit and existing officer training. Being able to quickly identify issues and respond with appropriate training will help mitigate repeat mistakes.

The Complaints Process

19 Creation of a Complaints PowerAPP

It is currently very difficult to review complaints made to police unless, they have been formally recorded using certain criteria. We have built a new system to record **ALL** complaints at the point of entry to help us identify those not meeting the complaint threshold. This will allow us to identify if we are closing complaints unfairly, give a better indication of why those complaints are being made, and look for disproportionality in the system.

20 Complaints Resolution Policy

Giving call handlers training in how to deal with complaints and complainants. This should create more consistency and a better service for those making a complaint.

21 Anonymous Feedback System

Creating a system for those who have been searched to provide feedback anonymously. This currently does not exist and would provide valuable information as to any areas of concern, how we could improve and those searches that went well.

22 New Complaints Data

Using the above changes to provide new data on complaints. We would align this with public requests for data to improve transparency and show how complaints are dealt with.

23 Complaints Dip Sampling

Working with community members to randomly dip sample complaints. This will show us whether those involved agree with the decisions made, allowing us to identify and address areas of difference.

Public Engagement

24 Communications Strategy meeting

Regular meetings with the internal and external communications team to discuss how to better interact with the public and our officers internally.

25 Stakeholder Spreadsheet

Increasing our reach throughout London by mapping our relationships with community members and organisations. It will link engagement between strategies, reducing repetition and show where we need to build new and stronger relationships

26 Recording of engagement

Making sure that we are recording our engagement with communities and using this information to check new strategies before repeating questions to the communities. This will prevent duplication, show that the Met is listening and is committed to responding to feedback

27 ‘How to’ engagement guides

A lot of engagement happens across the Met, but we do not record best practice, nor do we learn the best ways to interact with the public. This will provide those conducting engagement a step-by-step guide



Education

28 Stop and search comms campaign

Showing Londoners why we use stop and search, with a particular focus on keep young people safe. This campaign would educate people on their rights, our rationale for stop and search and show its effect.

29 Stop and search leaflets

Refreshing the ‘know your rights’ cards, they contain all the relevant information and is updated with the most relevant material.

30 Educational content packs for schools, charities and parents

Working with young people to create educational content for schools, charities and parents. It will address what stop and search is, why it is used, what should happen and how to make a complaint.



Organisational Improvement

31 MS Forms Change

Digitalising feedback forms submitted by external scrutiny groups. Currently feedback is handwritten, scanned and sent in, preventing searchable data.

32 MTIP Recording

Currently, there is no live recording of searches where intimate parts are exposed. We will introduce audio only recording to provide an extra layer of safety for those being searched and those searching.

33 Private Sector Best Practice

Working with the private sector to learn best practice re. complaints handling and how to provide a better customer service.

34 Forward Facing Technology

Doing more to look at new technology which may assist with making stop and search more efficient and less intrusive.

35 Safeguarding Pilot

Working with local authorities to identify missed safeguarding opportunities where young people have been searched three of more times and apply this to training and new processes.

External Governance and Scrutiny

36 External Governance and Scrutiny Review

Working in conjunction with the Mayors Office, the Met are assisting with a root and branch review of external governance. It aims to identify areas of concern in the current system and reform how scrutiny is done to ensure it is effective, representative and able to communicate its findings.

The Charter has representation within this review, working to deliver its commitment for genuinely independent and effective scrutiny.

Progress so Far

30,000+

Officers & staff
trained on the Charter as part of A New Met for London

20,000+

Survey responses
from officers on stop and search

9000+

Searches reviewed using the new QuEST supervisory tool

1. A full training review for recruits has been completed, and a new package has been created which is in line with the Charter.

2. The new internal stop and search website is up and running.

3. Virtual reality training is being implemented into recruit training. Scripts are being written with the first trial due late summer 26.

4. An Organisational learning app has been created and is currently undergoing testing and evaluation.

5. Learning has been moved away from Professional Standards into organisational learning.

6. The QuEST supervision tool is now live in every Borough in the Met and is projected to provide additional supervision to 15% of searches annually.

Progress so Far

7. We have introduced new mandatory bitesize videos to support officers' professional stop and search development in 2026.

8. New recruits are being taught to use 'GOWISELY Squared'. Repeating the grounds later in the search to better communicate with those who are vulnerable, especially young people.

9. The introduction of body worn video/CCTV review in relation to certain use of force cases, which affect training and other areas as required.

10. A new 'Power App' has been created to record complaints in a different way, which will give us more data and help us identify trends - awaits implementation.

11. Six youth sessions have been completed, focusing on how to improve the quality of encounter and what should be included in school and parents stop and search packs.

12. Regular meetings are under way with the stop and search team and internal/external comms

What next?

Work is progressing in all themes of the Charter, our primary focus over the next few months will be on the below high impact areas…

We are working with young people to create the school, parent and content packs, to send out by the end of 2026.

We are working with local charities and schools to create a youth event to explore stop and search, showing how the work done by young people is making a difference.

WHAT THIS MEANS FOR YOU



Change is happening

We have not stood still; change is being made to improve the quality of searching.



Officers are better trained

Officers have had training on the Charter, why there needs to be change in stop and search and what communities are asking for.



You can complain

We are improving the recording of complaints and will be encouraging young people to do so. New data will help us to improve.



Schools will be informed

Information packs will be sent to every school and youth organisation in London, so young people know their rights.



Your community has a voice

Community members are directly involved in shaping how stop and search is used. Its not too late, you can also get involved.



Supervision is improving

Line managers are getting more information about how to supervise and are now looking at the quality of searches, not just their legality.

Together we can make stop and search fairer.

If we can deliver the proposed changes, it puts the Met in the best position it has ever been to ensure its use of stop and search is fair, accountable and has the support of Londoners.

📖 Read the full Charter at The Stop and Search Charter | Metropolitan Police

📣 Share this with your community groups

✉️ Contact your local policing team to get involved

📝 Provide feedback via the Charter email address. **HQMailbox-.Charter@met.police.uk**