



## **RESPONSE OF THE POLICE AND CRIME COMMISSIONER OF WILTSHIRE AND SWINDON TO THE HMICFRS REPORT**

### **PEEL Cause of concern revisit letter**

Wiltshire Police (WP) were visited by HMICFRS in Jan – Feb 2022 as part of our PEEL programme. During the inspection, they identified three causes of concern. HMICFRS revisited WP in November 2022, to review progress against the first two causes of concern by repeating the victim service assessment. This allowed HMICFRS to discover and report on any progress made against several of the relevant recommendations made to the force.

#### **Police and Crime Commissioner's comments**

The HMIC update report will undoubtedly cause concern among crime victims and, in fact, all residents who deserve to see a police service which meets their needs at a time when they are most vulnerable.

While there may be some small areas of improvement, I share those valid concerns that in many areas reviewed by HMIC, improvements are not happening as quickly as the public, or I, would want.

My job is to ensure the Chief Constable is being held to account for the service delivered by Wiltshire Police so tangible change can be seen, and felt, by those who call upon the police in their hour of need. I have been robust in that challenge and scrutiny – and I have been extremely clear that this slow level of improvement, and deterioration in some areas, simply isn't good enough.

The Force has recognised the need for rapid change and has committed to supporting victims, improving investigative standards and identifying vulnerability at the earliest opportunity but there must also be the requisite strategic planning by senior leaders in place which enables frontline officers and staff to deliver that change. I will continue to challenge for those strategic improvements and leadership on behalf of the public.