



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

### **PEEL 2021/22 – An inspection of Wiltshire Police**

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

RESPONSE OF THE POLICE AND CRIME COMMISSIONER OF WILTSHIRE AND SWINDON TO THE HMICFRS REPORT PEEL 2021 / 2022 Wiltshire Police Published July 2022

I welcome the findings in the HMICFRS PEEL report dated July 2022. As I have publicly said, it is highly disappointing, especially when I know we have many dedicated officers and staff working hard to deliver a quality policing service.

The findings fully align with what I have been told by our residents and my own performance scrutiny regarding the areas of concern that need addressing: Victims of Crime, Vulnerable People, Serving Our Communities, and the lack of an effective Policing Strategy.

My role as PCC is to scrutinise, challenge and support the Chief Constable and Wiltshire Police and my immediate priority is to ensure that Wiltshire's Chief Constable, and his senior leadership team, put in place the necessary remedial measures to make the improvements highlighted in the report and ensure these are permanent improvements.

This is particularly important in the Force's response to the public and to vulnerable people and victims, in dramatically improving performance and the quality and effectiveness of investigations. My expectation is for Wiltshire Police to provide a consistently high quality, effective, frontline policing service which prioritises those crimes which matter most to communities.

Together, the Chief Constable and I will ensure the necessary resources are available to enable reform and to ensure all the necessary improvements are rapidly implemented so we can begin to satisfy the Inspectorate and, more importantly, Wiltshire's residents.

The areas highlighted by the Inspectorate's report had already been identified by my Office, consistently reflecting our communities' feedback, as well as from local councillors and MPs, on the standard of policing service they were receiving. This, coupled with my own strategic assessments of the force, heavily influenced the draft police and crime plan and subsequent consultation sessions.

I have undertaken increased investment in the OPCC (Office of the Police and Crime Commissioner) to strengthen our performance oversight activities of Force performance. I have implemented a Police and Crime Plan which provides the required focus, setting out the strategic policing priorities needed to deliver change and improvements.

To ensure effective assurance assessment of the PCP (Police and Crime Plan), my Office has enhanced our governance and introduced regular (twice monthly) performance review

meetings which focus on PCP deliverables, the Force's PEEL action plan and overall performance of the Force.

I expect to see tangible, permanent changes that will improve, and enhance, the service that Wiltshire's residents get from their police service. I have made it very clear to the Chief and his senior leadership team that it would be wholly unacceptable to not act upon the Inspectorate's report and make the significant changes required in how the force operates. I have provided a clear assessment to the Chief Constable on where I believe there are significant improvements to ensure strategic focus and effective delivery of the recommendations. I have received assurances from the Chief Constable that the remedial actions and necessary changes are underway. I have, however, shared my concerns with him that the nature of the leadership interventions, remediation plans and governance model must reflect the scale and causes of the recommendations.

I will continue to have concerns until I am satisfied the Force is set up to successfully address the PEEL findings and deliver improvements in performance. I have asked for regular progress reports from him, and his senior leadership team, to assess if remedial actions are being completed effectively. I have advised the Chief Constable that the required improvements must be effective, sustainable, and delivered within the required timescales.