

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

Meeting the needs of victims in the criminal justice system

Police and Crime Commissioner's comments

I welcome HMICFRS inspection, "meeting the needs of victims in the criminal justice system." Supporting victims is a core priority for my office, and clear priority contained within my Police and Crime Plan.

Though not directly related to Wiltshire Police, the inspection provides six valuable recommendations to improve CJS outcomes for victims. The CPS (Crown Prosecution Service), Probation and Forces nationally must invest further in the Victims code. Improving staff guidance, policy, and procedures will enable a meaningful step toward ensuring the needs of victims are consistently met.

I fully support HMICFRS's drive to share more broadly information on all services available to victims. I launched a campaign in 2023 focusing on signposting the broad range of commissioned support services available for victims. Making residents aware they do not need to report to get support.

I look forward to the implementation of joined up reporting systems and digital performance metrics highlighting compliance with the victim's code. Improved information sharing will allow Wiltshire Police identify any weaknesses and expedite resolutions, creating improved outcomes for victims. My office will monitor performance to support improvements.

Best practice must be sourced and used to ensure provision of support is consistent across the country. 2023 saw Wiltshire Police Listening Circles created in partnership with my office as the force worked to improve their response to victims. Providing a safe space for women and girls to share their experiences and feedback, to help Wiltshire Police shape the service.

Finally, my office will scrutinise force delivery of the 2025 College of Policing victim needs assessment. Victims needs assessment must be completed comprehensively to support victims through the CJS. Both the Chief Constable and I are determined to improve the service received by Wiltshire's victims.