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**Response by Angus Macpherson
Police and Crime Commissioner for Wiltshire and Swindon**

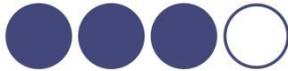
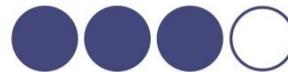
17 May 2018

**Summary of Her Majesty's Inspectorate of Constabularies and Fire and Rescue
Services (HMICFRS) Findings**



Overall effectiveness 2017

Good

Question	Grade	Last inspected
Preventing crime and tackling anti-social behaviour	 Good	2016
Investigating crime and reducing re-offending	 Good	2016
Protecting vulnerable people	 Good	2017
Tackling serious and organised crime	 Good	2016
Specialist capabilities	Ungraded	2017

Wiltshire Police is good at keeping people safe and reducing crime. It has performed consistently well in our effectiveness inspections and is making good progress.

The force is good at protecting vulnerable people and supporting victims. It is effective in how it identifies vulnerability. The force uses risk assessments for all calls for service into the force control room to identify threat, risk, harm and vulnerability of callers and others,

and to ensure an appropriate response in accordance with individual needs. The workforce understand vulnerability and know how to identify the signs that a person may be at risk of harm. Daily review meetings ensure the officers deployed to calls for service involving vulnerable people have the skills to meet the needs of the people involved.

Our review of investigation case files (undertaken before our inspection) found that the force provides vulnerable victims with a generally good standard of service. Call handlers, frontline officers and staff take a consistent approach to safeguarding vulnerable people.

Wiltshire Police is outstanding at identifying and supporting people experiencing mental health problems. It works exceptionally well with partner organisations through comprehensive and well-established meetings to ensure that continuing support and specialist safeguarding arrangements are in place for vulnerable people, including those who have experienced domestic abuse. In addition, the force works proactively with other organisations to ensure continual improvement of services to protect and reassure people at risk of harm.

Wiltshire Police has the necessary arrangements in place to fulfil its national policing responsibilities, and to respond to an attack requiring an armed response. Appropriate governance processes are in place to assess and review force capability and capacity to respond to major incidents. Plans are tested with other organisations and information on outcomes is exchanged within the partnerships using a joint ICT system.

My Response to Report and Recommendations

Protecting vulnerable people and supporting victims

This PEEL inspection is critical as it assesses the standard of the core parts of policing – protecting the public and investigating crime. My Police and Crime Plan incorporate many aspects covered in this report and I have set out the improvements that I have set for the force.

I welcome the HMICFRS inspection report which has rated Wiltshire Police as ‘good’ in all four areas of the inspection. The report makes for good reading and I am pleased that the Force has retained its ‘good’ grading from 2016. It rightly acknowledges those in the Force who work so hard, and continue to work hard to achieve this.

One of my priorities is to put victims, witnesses and communities at the heart of everything we do. The world of policing is diversifying and I am proud in which the way our Force continues to go above and beyond to meet these challenges. The Force has provided outstanding operational leadership in ensuring that those most vulnerable receive the very best service and support from the police. The report identifies areas for further opportunity for improvement that will be examined and incorporated into service improvement plans such as the CCC improvement plan, vulnerability strategy and work with partners.

Wiltshire Police have put vulnerable people at the heart of our policing approach in Wiltshire and Swindon and our Vulnerability Strategy is clear – we want to reduce the unnecessary criminalisation, victimisation and exploitation of vulnerable adults and children in our communities.

Aligning our resources effectively is important in tackling the issues that present the biggest threat, harm and risk to our communities. From a policing perspective we have

officers and staff in a number of specialist teams across the force to investigate crimes such as domestic abuse, child abuse, sexual abuse and modern slavery.

Wiltshire Police are also using technology – early evidence gathering can often be crucial and our growing use of body-worn video for example will assist us in this.

It is reassuring to read from an external body that we are working well with our partners but we cannot be complacent. We will continue to look at ways we can make improvements to the way we do things so that we can better meet the needs of vulnerable people. For example, whilst Wiltshire Police are good at conducting domestic abuse investigations, I am particularly interested in getting feedback from victims themselves in order to help us get better outcomes for those individuals.

We can only tackle the changing face of vulnerability by continuing to work closely with our partners across our two local authority areas. Complex and sensitive issues such as modern slavery, child sexual exploitation and the exploitation of vulnerable people by those involved in the supply of class A drugs cannot be addressed by the police alone.

We have to keep working together through initiatives such as Horizon and the Multi-Agency Safeguarding Hubs in Swindon and Trowbridge to identify, safeguard and support victims and witnesses, bring offenders to justice and deal with the knock on effects that these crimes can have.

Mental Health

In my Police and Crime plan I have prioritised better support for those in mental health crisis and stop custody being used as a place of safety. I am delighted that the outstanding work commissioned by my office and service by Wiltshire Police to those with mental health issues is recognised. I am pleased that the mental health triage team which I commission with Clinical Commissioning groups has been recognised as being 'outstanding'. This work is a testament of local determination to make sure those with mental health issues are supported and treated as those with physical health problems.

We have built strong working relationships with our partners. Working with health services I am hopeful that improvements in mental health services will stop the use of custody as a place of safety.

Any Further Action

There is one recommendation made by this report:

1. The Force should implement a process to obtain feedback from victims of domestic abuse.

The Force are working with the Home Office to implement central requirements to collate feedback from victims of domestic abuse. I expect this to be completed in summer 2018.

I will monitor and review all recommendations for further action included in this report and all other HMICFRS reports by holding the Chief Constable to account at Commissioners Monitoring Board.