



## **RESPONSE OF THE POLICE AND CRIME COMMISSIONER OF WILTSHIRE AND SWINDON TO THE HMICFRS WILTSHIRE POLICE EFFECTIVENESS, EFFICIENCY & LEGITIMACY REPORT**

I am delighted that Her Majesty's Inspectorate of Constabulary, Fire and Rescue Service (HMICFRS) has tested Wiltshire Police and assessed the force as "good" in all areas of Police Effectiveness, Efficiency and Legitimacy (PEEL). The report published on 2 May 2019, was just days after official statistics revealed that Wiltshire saw a drop of 3 per cent in the number of overall recorded crimes between January 2018 and December 2018 - compared to the previous 12 months.

The report identified good work across Wiltshire Police and I am pleased that the Force continues to improve. I am particularly happy that:

*"Wiltshire Police is good at understanding and identifying vulnerable people' and 'the force has a helpful strategy that clearly sets out the principles of its approach to dealing with, and protecting, people who are vulnerable. This helps the force identify where harm is likely to occur, including hidden harm and forms of exploitation that may exist in local communities."*

This is a priority in my Police and Crime Plan. The Force will continue to work with my office and partners to ensure services are commissioned and designed to support protecting vulnerable people from harm.

I welcome the recognition that the:

*"The force is acting to manage future demand by intervening early, and by working with its partner agencies in areas such as mental health and troubled families. Wiltshire Police has clear ambitions to improve. These focus on maintaining and enhancing its local policing model and responding to demand."*

This is a vital part in my Police and Crime Plan. The Force are working with my office to ensure we have the right services to support those in mental health crisis. We will continue to assess the effectiveness of the mental health triage service my office jointly commissions with NHS Clinical Commissioning Groups. I have invested more money in work to prevent policing demand and I look forward to the further plans being developed by the Force and my office.

I am also fully supportive of the development of the Force Management Statements which are core to allow the Chief Constable and I, to plan and manage policing, community safety and criminal justice.

I am delighted that my commitments to prioritising services that matter to the public are acknowledged. The Force have worked hard to implement improvements to improve 101 performance and increasing Community Policing Teams (CPT) has been recognised.

*“In particular, it is maintaining its CPT frontline capacity using the increased precept in 2018/19 and plans to continue this way in 2019/20. The 2018/19 budget also included more resources for cyber-crime and child exploitation. Budgets in previous years have allowed the force to increase funding for operators to address its poor 101 call-handling performance.”*

I will continue to hold the Chief Constable to account to improve CPT and make sure that this vital area of policing is visible.

I am pleased that the Force *“understands the threats posed by serious and organised crime”* and *“has structures and processes to assess the level of those threats”*. As well as *“Wiltshire Police is good at prioritising its work to tackle serious and organised crime (SOC). The force is responding to the growing impact of cyber-crime and digital crime on its communities.”*

However I accept the Force needs to make improvements in how we meet the threat posed by serious and organised crime. The report identifies a series of improvements to the Forces longer-term approach to managing organised criminals and groups.

Work is already underway to address this areas for improvement. I will hold the Chief Constable to account to ensure the Force delivers these and works with our partners to tackle SOC.

I will continue to scrutinise the force, regularly monitor progress being made against all areas for improvement identified and to deliver my Police and Crime Plan.

The work I undertake and the work of my office continues to ensure operationally effective policing and there are wider services to address policing demands and deliver a coordinated criminal justice system.

Wiltshire’s PEEL inspection, will reassure the public that Wiltshire Police is effective and efficient. It is a testament of the determination and commitment of all officers and staffs effort to protect the vulnerable and keep us safer.

A handwritten signature in black ink, appearing to read 'Angus Macpherson', with a horizontal line underneath.

Angus Macpherson  
Police and Crime Commissioner for Wiltshire and Swindon

cc:  
Rt Hon Priti Patel MP  
Wendy Williams, HMI  
Chief Constable Kier Prichard, Wiltshire Constabulary