



Date: 15 August 2024

Dear all,

As our strategic stakeholders, we wanted to provide a read out from the latest inspection into Wiltshire Police's performance.

The latest Police Efficiency, Effectiveness and Legitimacy (PEEL) report from His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) has been published today and sets out improvements made and areas requiring further development.

This follows the Force being taken out of 'Engage' in May 2024, due to the progress made against concerns raised by HMICFRS in their previous inspection in 2022.

In 2022, eight areas were graded - five of which were graded as Requires Improvement and three graded Inadequate. In the latest report, nine areas were graded – two of which were graded as Good, three were Adequate and four were Requires Improvement.

No areas were found to be Inadequate by HMICFRS in their latest inspection.

The attached graphic compares the areas inspected in 2022 and 2024 and the change in gradings.

Following the 2022 inspection, both our organisations committed to ensuring significant and sustainable reform across all areas of the organisation to provide a stable foundation for all necessary improvements.

Examples of the improvements noted within the 2024 HMICFRS' report include:

- Wiltshire Police were found to listen and respond to what matters to its communities
- A range of activity demonstrating that Wiltshire Police is committed to tackling anti-social behaviour (ASB)
- Good management of offenders and suspects to ensure arrests are made swiftly and victims are safeguarded at the earliest opportunity
- HMICFRS found Wiltshire Police to be effective at dealing with online child abuse – working closely with partners to reduce the risk of harm to children.
- Significant improvement in the use of risk assessments by Crime and Communications Centre staff, ensuring that vulnerability and repeat victims are identified at the earliest opportunity
- Significant improvements in the way the Force uses stop and search powers fairly and respectfully

- Improvements in how the Force deals with domestic abuse, including the roll out of Domestic Abuse Matters training to 1,650 officers and staff, increased arrest rates and the introduction of Listening Circles.

The areas highlighted by HMICFRS are not a surprise. The Force has already identified many of those which require improvement and remedial plans are in place to fix and drive further improvements in these areas.

Areas for further focus highlighted in the report include:

- Making further improvements to crime recording, including the time taken to record crime
- Ensuring that the Force consistently achieves appropriate outcomes for victims
- Ensuring that emergency calls are answered quickly and that the number of abandoned non-emergency calls is reduced
- Ensuring effective supervisory oversight of investigations and that all investigative opportunities are taken
- Addressing inconsistencies in the staffing of specialist departments
- Using insights from data to improve the service provided to vulnerable people
- Improving how data is gathered on stop and search and use of force.

It is pleasing to us both to see that the improvements made within Force are being recognised by independent assessment, but we both approach this report with a level of cautious optimism.

We recognise that Wiltshire Police still has much more to do to ensure the service we provide is consistent with the level of service our communities expect and deserve.

As Chief Constable and Police and Crime Commissioner we know the true test of whether Wiltshire Police is delivering the best possible service to our communities is how much confidence they have in us to keep them safe.

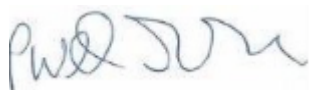
Our joint aspiration remains for Wiltshire Police to be the very best possible policing service in future years.

To achieve this, we need you – our strategic stakeholders - to continue to challenge, test and hold us to account with how we are progressing on our improvement journey on behalf of the communities we all serve. The report highlights areas where we can work even closer with our partners, and we would invite you to join us in exploring these.

We remain steadfast in our belief that by maintaining a relentless focus on continuous improvement, working closely with our communities and partners, we can provide the best possible policing service and ensure that our communities feel truly safe.

Today's report is a good indication that the work we are doing continues to underpin both our missions of making, and keeping, Wiltshire a safe place to live, work and visit.

Yours sincerely



Phil Wilkinson OBE
Police and Crime Commissioner for
Wiltshire and Swindon



Catherine Roper
Chief Constable