



# WILTSHIRE POLICE

Sent by email

**Catherine Roper**  
**Chief Constable**  
**Police Headquarters**  
London Road  
Devizes  
Wiltshire  
SN10 2DN

**21<sup>st</sup> May 2024**

Dear Councillor,

I write to you today further to some very welcome news I received yesterday. His Majesty's Inspectorate of Constabulary and Fire & Rescue Services (HMICFRS) has confirmed the Force will be removed from the Engage phase of its performance monitoring process. We will now enter into their 'scan' phase of monitoring – this involves quarterly monitoring of performance to ensure the improvements we've made are sustained.

Wiltshire Police was placed into the Engage status in 2022 after HMICFRS graded the force as 'inadequate' in our ability to respond to the public, protect vulnerable people, and demonstrate effective strategic planning. It further described the Force as 'requiring improvement' in a number of other areas.

Over the last 14 months, we have worked hard to improve our services in key areas and some examples of the changes we have made are:

- The introduction of a new policing model, creating dedicated neighbourhood teams which ensure increased visibility and engagement with our communities
- Significant improvements to the quality of our investigations
- Increased governance around how we monitor our performance and map our demand
- Publication of a [three-year strategic plan](#) outlining our key priorities and deliverables

Through this work we have been able to provide an enhanced service to victims - from shorter 999 and 101 call answer times, safeguarding more people by identifying vulnerability at the earliest opportunity, better quality investigations and an improvement in the number of justice outcomes.

Whilst the news from HMICFRS today is very welcome, Wiltshire Police will continue to focus on its improvement journey to ensure that it provides the consistently trusted and high quality policing which our communities and partners deserve. Our aim now is to become a Force that is rated as 'outstanding', to evidence our commitment to ensure the very best quality of service to you all.

Keeping Wiltshire Safe

I would like to thank you, as a key strategic partner, for the support you have provided to both Wiltshire Police and personally to myself as Chief Constable. I very much look forward to working with you further.

Kindest regards,

A handwritten signature in cursive script that reads "Catherine Roper".

**Chief Constable Roper**