

HMIC PEEL 2021/22 Report Area Board Update



July 2022



About HMICFRS and PEEL

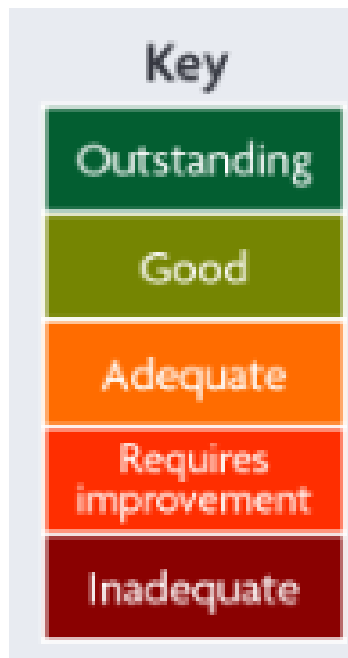


HMICFRS is Her Majesty's Inspectorate of Constabulary and Fire & Rescue Services. They inspect police forces across England, Wales and Northern Ireland as well as fire and rescue services in England.

Their principal aim is to promote improvements in policing and fire and rescue services to make everyone safer.

Within policing they do this via a rolling programme of inspections related to specific themes such as domestic abuse or terrorism to at a more holistic level through their PEEL (Police Efficiency, Effectiveness and Legitimacy) inspection process.

If serious concerns are identified as part of the PEEL inspection, HMICFRS can move forces into a process called Engage (similar to OFSTED's special measures) where additional scrutiny and support is put in place to facilitate rapid improvements in areas of concern.



Wiltshire Police PEEL 2021/22

Area	Grading
Preventing crime	Requires Improvement
Investigating crime	Requires Improvement
Treatment of the public	Requires Improvement
Managing offenders	Requires Improvement
Developing a positive workplace	Requires Improvement
Responding to the public	Inadequate
Protecting vulnerable people	Inadequate
Good use of resources	Inadequate

The inspection (carried out in January 2022), identifies pockets of good practice but has shown that the service we provide to the public is inconsistent and failing to provide a routinely high standard. We are determined to address this – **improving service delivery is the Chief Constable's highest priority.**

Our response

Whilst hugely disappointing for all our officers and staff, we take the concerns raised very seriously and are already taking comprehensive action to address these:

- **Establishing a dedicated action taskforce:** re-setting and improving the fundamentals of public service from point of contact through to justice outcomes
- **The Chief Constable has personally outlined his expectations to over 1,500 officers and staff** regarding the need to collectively reset and return to the core basics of pride in service and pride in standards
- **Focused ongoing training for all front-line officers and staff**, and critically, with supervisors/sergeants
- **Enhanced training has been delivered** to Contact Centre staff on identifying vulnerability threat, harm and risk in every public interaction
- **We are introducing a Force-wide Volume Crime Team:** further professionalism in investigating crime across neighbourhoods, keeping victims informed and working with the Crown Prosecution Service to deliver better outcomes.



Transparency

We are committed to demonstrating to the public that we are making progress against the HMICFRS PEEL recommendations

A dedicated page on our website has been built to house all information and updates on our response.

This includes a link to the full report, our response to the report and detail on how we plan to make progress

The page is accessible via the homepage of www.Wiltshire.police.uk



Summaries of the Chief Constable's quarterly updates to the Police Performance Oversight Group will be published on our site