

PEEL 2021/22 – An inspection of Hampshire and Isle of Wight Constabulary (April 2023)

Response from: Office of the Police and Crime Commissioner, Hampshire and Isle of Wight

Outstanding	Good	Adequate	Requires improvement	Inadequate
	Recording data about crime	Investigating crime	Preventing crime	
	Treatment of the public	Protecting vulnerable people	Responding to the public	
	Developing a positive workplace	Managing offenders		
		Good use of resources		

Ensuring that our local residents and our local communities are safe is our first priority. I know that Hampshire and Isle of Wight Constabulary (HIOWC) work tirelessly to protect those who need their services the most. When we call 999 and 101 we expect an immediate response to our call for help. However, the role of policing has evolved, and as such the expectation to a policing response over the years hasn't reflected the decline in available resources and the complex nature of high harm crimes facing our officers and staff. We know that there is room for improvement in how HIOWC tackle crime and respond to calls from the public, this inspection report identifies key areas where the force needs to make positive change.

I recently appointed a new Chief Constable, who is already making significant changes throughout the force area. I am confident that this continued momentum will provide our communities with the policing response they hope to see. The inspection report highlights the progress the force has made in the past 12-months, in particular the accuracy rate of 96% for recorded crime and the strong partnership working in the space of safeguarding. There is no avoiding that our response to 101 is far below where we'd like it to be, both the Chief Constable and I are committed to tackling the shortfalls currently being delivered.

While HMICFRS recognise that Hampshire has one of the lowest amounts of funding per head of population in England and Wales, it does not change the parameters by which we are measured and are expected to deliver. The force must continue to be creative in how it makes use of the available resources and funds over the next year, ensuring that we see positive improvement in those areas identified. In my role as PCC I will provide oversight and scrutiny, working alongside my Chief Constable to delivering the best policing service to residents across the HIOWC area.

Donna Jones
 Police and Crime Commissioner

Area for improvement

HMICFRS: The force needs to improve its recording of crimes involving vulnerable victims.

HMICFRS: The force needs to improve how it records crime when antisocial behaviour is reported.

HMICFRS: The force should ensure call handlers use and correctly record structured initial triage and risk assessments so they can prioritise calls and give the most appropriate response.

HMICFRS: The force needs to improve how it records equality data.

HMICFRS: The force should make sure there is a clear strategy and direction for neighbourhood policing and that officers and staff at all levels understand it.

HMICFRS: The force should routinely evaluate and share effective problem-solving practice. It should identify and analyse crime and antisocial behavioural problems that neighbourhood teams and other organisations can work to prevent.

HMICFRS: The force should make sure it sticks to its abstraction policy for neighbourhood police officers. It should monitor abstractions and take action to protect neighbourhood policing activity.

HMICFRS: The force should ensure call handlers use and correctly record structured initial triage and risk assessments so they can prioritise calls and give the most appropriate response.

HMICFRS: The force needs to make sure call takers give appropriate advice on preventing crime and preserving evidence.

HMICFRS: The force should improve the time it takes to answer calls from the public and reduce its abandonment rate.

HMICFRS: The force needs to attend more calls for service in line with its target response times.

HMICFRS: The force should make sure there is an auditable record of victims' decisions and their reasons when they withdraw support, and that it documents whether it has considered evidence-led prosecutions in all such cases.

HMICFRS: The force needs to put in place governance and monitoring processes to make sure it uses outcomes appropriately and complies with force and national policies.

HMICFRS: The force should reassure itself that it has effective arrangements to manage its response to those who are vulnerable as a consequence of mental ill health.

HMICFRS: The force should reassure itself that multi-agency risk assessment conference arrangements consistently operate in line with national guidelines and that the arrangements encourage partners at all levels to actively participate.

HMICFRS: The force needs to make sure there is sufficient governance and supervision to carry out nationally recognised risk assessments quickly enough. It should ensure that it uses regular, comprehensive intelligence checks to mitigate any risks posed by overdue risk assessments.

HMICFRS: The force should make sure it deals with cases involving suspected online offenders promptly. It should introduce a system of intelligence checks to improve its risk assessment process for cases involving online child abuse awaiting enforcement action, such as arresting a suspect.