



23<sup>rd</sup> Oct 2023

**POLICE & CRIME COMMISSIONER RESPONSE TO PEEL SPOTLIGHT REPORT: 'POLICE PERFORMANCE: GETTING A GRIP'.**

This PEEL Spotlight report highlighted the struggles police are facing with regards to resourcing and the impact this is having on wider policing, including poor use of data, poor performance management, and first line supervisors being let down. However, the report notes there are areas of encouragement, and good practice in other forces, leaving opportunities for South Wales Police to explore and improve as appropriate.

It is noted in the report that the public has a valid expectation for a high standard of service when calling the police, and poor service further undermines public trust and confidence. As such, I note the recommendations within this review and will align these areas to our scrutiny and oversight of South Wales Police.

The Chief Constable and I are both eager to ensure we grasp opportunities to improve wherever they can be found. The Deputy Chief Constable Bacon summarises her views on the report as follows:

*'South Wales Police welcomes the finding of this review, while it is appreciated that this is a very broad assessment of policing that highlights areas of concern it also draws attention to areas where it is being done right and South Wales Police will critically examine themselves for areas of improvement and will look to address them by using the good practice this report also highlights from other forces.'*

*While not directly mentioned in the report South Wales Police is already engaged in several of the good practice identified in the report for example Project ADDER, Right Care Right Person and Operation Soteria.*

*South Wales Police agree with the overriding fundamental issues identified within the report, that forces are not only collecting the wrong data, but they are poor at analysing the data they do collect and then evaluating their work. South Wales Police are currently engaged in a data analytical project to better address this issue.*

## Rt Hon Alun Michael JP OStJ FRSA

Comisiynydd yr Heddlu a Throseddau De Cymru  
Police and Crime Commissioner for South Wales



*The report also identified that forces are failing to properly invest in front line supervisors, South Wales Police have already instigated a review of front-line supervisor training and a new package has been developed and delivery of which has started. The report also looked at the workforce and concluded that it was under resourced and skilled, and it was too focused on non-police activity. South Wales Police are aware that addressing these issues will go a long way to improving public confidence in policing.*

*The report made a total of 11 recommendations, 3 of which were for forces to address. South Wales Police will ensure that they continue to work to implement these recommendations.'*

I am grateful for the Deputy Chief Constable's comments and the commitment to improving services in areas laid out in the Spotlight Report. I will ensure my office works closely with South Wales Police to support their endeavor wherever possible.

**Rt Hon Alun Michael**  
**Police and Crime Commissioner for South Wales**