



19<sup>th</sup> July 2024

**POLICE & CRIME COMMISSIONER RESPONSE TO THE HMICFRS INSPECTION REPORT: PEEL 2023/25: 'POLICE EFFECTIVENESS, EFFICIENCY AND LEGITMACY – AN INSPECTION OF SOUTH WALES POLICE'**

I welcome the latest HMICFRS PEEL inspection report for South Wales Police. Within their findings, the Inspectorate have recognised the improvements the force has made in how it responds to missing children and the efforts to prioritise the safety of women and girls in public spaces, as well as the investment in a dedicated Exploitation Team, which are integral to protecting the most vulnerable across our communities.

I have noted the areas for improvement, such as the force improved how it responded to the public, ensuring emergency calls were answered quickly and that officers were deployed in line with attendance times. As part of my oversight role I have requested and will continue to monitor progress to address these areas and I am pleased to say that in the months since the inspection, the force has made improvements in call handling times through an extensive change programme in the Public Service Centre; this has seen an investment in resourcing, improved processes and an enhanced training programme being delivered to officers and staff.

I am pleased to see the acknowledgement of the hard work and commitment of the officers and staff of South Wales Police within the report and the efforts being made to keep people safe in our communities. I look forward to collaborating with the Chief Constable and his team to address the areas of concerns and improve the service being delivered to the public, particularly around a swift and effective response to the report of incidents.

The Chief Constable summarises his views on the report as follows:

*"We welcome the scrutiny and assessment of our performance by His Majesty's Inspectorate as it allows us to focus on areas where we need to improve and provide a better service to the communities of South Wales which is what we always strive to do."*

*"Protecting the public and the vulnerable is my top priority and it is pleasing to note the improvements we have made in investigating missing children and the acknowledgement of our work in protecting the safety of women and girls in public spaces which has been the source of so much public concern in recent times. We have made real progress in these areas, and we still want to do more."*

*"The report also recognises our work supporting victims of crime and the fact that we bring more people to court in South Wales than the average across England and Wales."*



*“The Inspectorate found that we need to improve the speed in which we answer 999 emergency calls so that police officers are sent to protect victims as quickly as possible. This is a challenge for police forces across the country and while our emergency call answer rate has improved since the inspection we are committed to making further improvements. Our innovative work to improve how we risk assess calls from the public and prioritise attendance at incidents was noted.”*

*Mr Vaughan added: “This inspection has taken a snapshot of our performance across an extremely wide range of what we do as organisation – from responding to emergencies, protecting those who need us most, safeguarding the vulnerable, investigating crime and collaborating with partners to prevent harm.*

*“I am immensely proud of our achievements and want us to keep improving. We are totally committed to providing the best possible service that the communities of South Wales expect and deserve.”*

I am grateful for the Chief Constable’s comments and the commitment to improve in the areas highlighted by the inspection and provide a better service to South Wales. I will use my Scrutiny & Accountability programme to track progress against this matter.

A handwritten signature in black ink, appearing to read 'Emma Wools'.

**Emma Wools**  
**Police and Crime Commissioner for South Wales**