



Promoting improvements  
in policing to make  
everyone safer

## **HMI Wendy Williams' assessment of Avon and Somerset Constabulary – Transcript**

Avon and Somerset Constabulary provides a good level of service to the public and I am pleased that it has maintained its performance since my previous assessment for which I commend the force.

I am particularly impressed by the force's comprehensive understanding of the existing demand for its services. The force is able to identify and assess new and emerging demands for services, and its analysis is informed by tracking changes in public expectations and by its understanding of technological advances.

The force is also adept at ensuring its workforce is equipped with the skills to meet future needs.

I am pleased with the improved performance with which the force keeps the public safe and reduces crime. It has improved its response to missing children and domestic abuse, and the quality of its investigations. The needs of victims are considered throughout the force's processes. While the force has good processes to assess the threat of serious and organised crime, it could do more to improve neighbourhood teams in disrupting organised criminality.

Since our inspection in 2014, the force has made concerted efforts to improve the accuracy with which it records crimes, and it has made progress in placing the victim at the forefront of crime-recording decisions. I remain concerned about the supervision of crime recording, and by inaccuracies in initial crime-recording decisions.

I welcome the progress the force has made in addressing some of the concerns that were raised by our inspection of police custody. Further work is needed if detainees are to receive consistently good care.

The force is good at understanding, identifying, and managing risks to the integrity of the organisation, and has well-established vetting procedures. It encourages feedback from the workforce through surveys, exit interviews and chief constable road shows. However, our inspection found a lack of consistency in the arrangements for managing and improving the performance of staff and officers.

In the year ahead, I will be particularly interested to see how the force improves its approach to tackling organised crime groups, the accuracy of its crime-recording and how it improves its custody arrangements.