



Promoting improvements  
in policing to make  
everyone safer

## HMI Zoë Billingham's assessment of Hertfordshire Constabulary – Transcript

I am satisfied with most aspects of Hertfordshire Constabulary's overall performance. I was concerned about some areas of the force's effectiveness, but the force acted swiftly to rectify the issues we identified in our inspections.

In many respects the force works well to protect vulnerable people.

Although, I had concerns about Hertfordshire Constabulary's approach to protecting some vulnerable people due to weaknesses in its approach to assessing risk and supporting some victims. Once again I am reassured that the force has already taken effective action to address these issues.

I am pleased by Hertfordshire Constabulary's approach to preventing crime and tackling anti-social behaviour. Although, it should routinely evaluate its problem-solving tactics and share effective practice across the whole force area.

I have some concerns about the force's approach to investigating crime, which has deteriorated since my assessment last year. In particular we found weaknesses in the way the force supervises some investigations.

I am pleased by Hertfordshire Constabulary's approach to tackling serious and organised crime. The force uses a range of techniques to disrupt organised criminality, and it is improving its response to newer organised crime threats such as human trafficking and child sexual exploitation.

The force has a track record of careful financial management and achieving savings targets and it is in a strong position to plan well for future demand.

Hertfordshire Constabulary has a strong commitment to joint working, which is demonstrated by its mature and well-established collaborative work with Bedfordshire Police and Cambridgeshire Constabulary. While the three forces can demonstrate that joint working is improving services to the public they do not yet have a comprehensive understanding of the financial benefits. The tri-force 'futures team' has undertaken research to explore options for effective policing in the future. I look forward to seeing the outcome of this work, and how the workforce will be equipped with the knowledge and skills needed to meet the likely future demands for services.

I am pleased that officers and staff across Hertfordshire Constabulary understand just how important it is to treat people fairly and respectfully.

The force recognises the abuse of authority for sexual gain as serious corruption. However, I am concerned about the force's ability to identify, monitor and understand risks to the integrity of the organisation. This is limited by the capacity and capability in the relevant units, which are shared with Bedfordshire Police and Cambridgeshire Constabulary. The force has an open culture and it is improving and expanding its workforce wellbeing services.