

## **HMI Wendy Williams' assessment of West Mercia Police – Transcript**

Hello. I'm Wendy Williams and I'm Her Majesty's Inspector of Constabulary for West Mercia Police.

I am one of five inspectors, and our role is to inspect police forces on behalf of the public. Each year we produce an annual assessment of how each force is performing.

I am satisfied with some aspects of the performance of West Mercia Police in keeping people safe and reducing crime, but there are also areas in need of improvement in order to provide a consistently good service.

While our inspections have revealed some concerns about the performance of West Mercia Police in keeping people safe and reducing crime, I am pleased to see that the alliance with Warwickshire Police has helped both forces to operate more efficiently.

The force is good at preventing crime and anti-social behaviour, and works well with partner agencies.

The investigations undertaken by the force are high-quality and well-supervised. I am pleased to see the force is addressing all of the issues raised in HMIC's domestic abuse inspection in 2014, and the service it provides to victims is improving. However, I remain concerned about the way in which the force assesses the risks faced by domestic abuse victims. I am similarly concerned by the way the force assesses and responds to the risks faced by missing children.

The understanding of and response to serious and organised crime is also in need of improvement.

I am impressed by the forces alliance with Warwickshire police which has improved the quality of services provided to the communities of both West Mercia and Warwickshire.

The alliance is a major contributor to West Mercia Police being well prepared to face its future financial challenges. I am reassured by the comprehensive analysis of the changing nature of demands for services that is informing options for a future shared operating model.

Notwithstanding the concerns that I have about the force's performance, I welcome the way in which the force has acknowledged and responded to the issues we have raised.

In the coming year, I will be interested to see how the force improves its assessment of risk to victims of domestic abuse and missing and absent children, especially children in care. I will also be interested to see how it develops its partnership with Warwickshire Police.