

WILTSHIRE POLICE



Police Headquarters

London Road
DEVIZES
Wiltshire
SN10 2DN

Date: November 21, 2025

Our ref: FOI 2025/1048

Reply contact name:

Dear,

I write in connection with your request for information dated 6th November 2025 concerning the Professional Standards Department.

I am required by the Freedom of Information Act 2000 to handle all requests in a manner that is blind as to the identity and motives of the requestor. Any information released as a response to a request is regarded as being published and therefore in the public domain without caveat.

Your request for information has now been considered and I am able to respond as follows.

You Wrote:

A copy of, or extract from, the internal policy, guidance, or Standard Operating Procedure (SOP) setting out the minimum qualifications, accreditation, experience, or training required for an officer or police staff member to be appointed as an investigator in a gross misconduct matter under the *Police (Conduct) Regulations 2020*.

Confirmation of whether Professionalising Investigation Programme (PIP) Level 2 accreditation (or an equivalent College of Policing/IOPC-recognised qualification) is required for any individual investigating gross misconduct matters on behalf of Wiltshire Police.

If PIP Level 2 accreditation is not mandatory, please specify what internal or national standards are used to determine whether an investigator is "suitably qualified and experienced," as required under Regulation 14 of the *Police (Conduct) Regulations 2020*.

Response:

Question One

Keeping Wiltshire Safe

<i>Person Specification</i> PSD Investigation Officer		
Attributes	On Appointment	Criteria
Qualifications:	PIP1 Accredited	
Experience:	Experience of working as an investigator in a police service or similar investigation environment e.g. Police Force, Customs & Excise, DHSS Fraud Investigators. Previous experience of undertaking interviews with people. Experience of working under pressurised time constraint conditions.	Desirable Essential Essential
Skills:	Competent in the use of Microsoft Word, Outlook and Excel. Methodical approach to work. Enquiring and investigative mind. Good written and verbal communication skills. Ability to work as a team member but also able to work unsupervised. Ability to work under pressure and to deadlines. High level of integrity, discretion and confidentiality. Ability to evidence self-motivation, self-management and decision making skills. Ability to deal with contentious information Calm and confident in potential conflict situations	Desirable Essential Essential Essential Essential Essential Essential Essential Essential
Knowledge:	Good knowledge of relevant Acts, Regulations and procedures (see below) or at least be able to demonstrate a basic knowledge of them. General awareness of equality and diversity issues in the working environment. Awareness of workplace health & safety issues. Understanding of confidentiality and Data Protection/Freedom of Information issues. Knowledge of PACE in relation to the seizure and handling Knowledge of procedures in relation to court exhibits, videos and other systems in relation to CCTV Knowledge of the rules of evidence and the contamination and cross-contamination of evidence Understanding of the Criminal Justice System	Desirable Essential Desirable Essential Essential Essential Essential Essential

Attributes	After Training
Qualifications:	The post holder will need to be familiar with Centurion and Niche systems. Undertake and pass the Force driving test to become and authorised driver of non-operational police vehicles Undertake PIP level 2, Aceso training and complete the accredited Professional Standards Course
Experience:	Experienced in the investigation and resolution of complaints and misconduct enquiries. Gained experience of interviewing witnesses/victims and/or suspects Proficient in the gathering of evidence
Skills:	Ability to use own initiative during the course of investigations within the terms of reference established by the Appropriate Authority. Ability to assess, evaluate and prioritise workload according to NIM principles and IPCC 9 KPIs - and produce reports where appropriate. Ability to accurately and concisely prepare investigation reports tailored to the needs of the recipient. Ability to develop and adapt to changing working practices in order to meet the demands of Wiltshire Police, new legislation or new policies introduced within the Force. Ability to use relevant IT systems Ability to seek intelligence through appropriate sources with regard to the Wiltshire Intelligence Unit (WIU) Ability to deal with conflict resolution Confidence and knowledge of Court and Disciplinary procedures in order to provide oral evidence when required. Ability to identify evidential opportunities and pay due attention to detail and accuracy
Knowledge:	Working knowledge of the following: Knowledge of criminal investigation and forensic scene crime management Check, Challenge, Explain and Police And Criminal Evidence Act (PEACE/PACE) procedures Police Reform Act 2002. Police and Criminal Evidence Act 1984 and Codes of Practice under this Act. Police Regulations 2003. Police (Conduct) Regulations 2004. Police (Complaints and Misconduct) Regulations 2008. IPCC Statutory Guidance. Relevant Police Procedures and Policies. Disclosure Procedures (Criminal Procedures and Investigation Act 1996). Exhibit Continuity. Procedures in relation to Court/Misconduct Exhibits including CCTV. National Intelligence Model. Understanding of your responsibility under Equal Opportunities and the way in which your role and the organisation may impact on minority and more vulnerable communities within Wiltshire.

Greater understanding of relevant health & safety issues within your working environment.
Understanding of the impact of the Human Rights Act on the organisation and the role that you undertake.
Greater understanding of Data Protection and Freedom of Information issues within your working environment.
Have a sound knowledge of Police Procedures relating to file preparation and to the Manual of Guidance Standards
Greater understanding of Data Protection and Freedom of Information issues within your working environment

<i>Role Profile</i> PSD Investigation Officer	
Core Responsibilities	Activities The role holder should effectively deliver these key requirements:
Administrative Support	1005 – Input, retrieve and present data using a computer Enter information correctly using an appropriate computer system, in accordance with legislative requirements and Force policy. Retrieve and present information in a suitable format and supply to relevant personnel
	1110 – Maintain a record management system Record, store and supply information in accordance with organisational policy and legislative requirements
	1197 – Prepare and print documents using a computer Present information accurately and in an appropriate format using a computer. Comply with organisational procedures
Investigation	45 - Interview suspects Interview suspects in accordance with the legislation and the 'Practical Guide to investigative interviewing' 2004. 46 - Interview victims and witnesses Interview victims and witnesses in accordance with the law and with reference to the Victims Charter and the 'Practical Guide to Investigative Interviewing. 2004' 47 - Interview vulnerable victims and witnesses Interview vulnerable and/or intimidated witnesses, meeting their individual needs and supporting them to provide best evidence. 3 - Investigate allocated enquiries Act as officer in the case, ensuring the investigation is carried out thoroughly and expeditiously in accordance with investigation policy and relevant legal requirements. 10 - Monitor and evaluate the quality of investigations Ensure that all stages of an investigation are conducted thoroughly and expeditiously in accordance with relevant legal requirements and investigation, diversity and partnership policies. 74 - Provide care for victims and witnesses Ensure that the necessary care for victims and witnesses is provided in an ethical and empathic manner and in accordance with the legislation, policies and procedures. 52 - Search person(s) or personal property Search individual(s) or personal property in accordance with the relevant legislation, policy, procedures, whilst respecting the dignity of the individual and being aware of the possible impact on community.

Custody & Prosecution	44 - Present evidence in court and at other hearings Attend court and give evidence in accordance with legislation 42 - Prepare and present case files Identify and present case materials, working with the CPS or other relevant agencies/organisation to progress the case.
Intelligence	59 - Analyse intelligence to support operational policing Analyse intelligence and illustrate the results of the analysis to support operational planning, ensuring that results are non-discriminatory and are in accordance with relevant legislation and policy
	60 - Disseminate intelligence to support operational policing Disseminate intelligence in the appropriate manner to relevant organisations, departments and/or individuals, whilst maintaining the required confidentiality, sensitivity and duty of care
	76 - Disseminating results of analysis Disseminate the results of analysis in an appropriate format, either written or verbal, targeted to the needs of the audience, user or client
	58 - Evaluate information to determine its intelligence potential Evaluate the quality of intelligence entered into the system using the National Intelligence Model and take appropriate action
	56 - Gather intelligence to support policing objectives Gather intelligence to facilitate the achievement of crime and disorder reduction objectives. Ensure intelligence is obtained ethically and in accordance with the relevant legislation, policy, protocols and codes of practice
	65 - Obtain information for the analysis process Identify all potential sources of information; collect, evaluate and collate all relevant information, ensuring compliance with organisational and legal requirements
	78 - Review the effectiveness of the analysis Evaluate the effectiveness of the analysis methodology and recommend improvements where required
	264 - Conduct quality assurance checks Undertake activities to ensure organisational or quality assurance requirements
Managing the Organisation	264 - Conduct quality assurance checks Undertake activities to ensure organisational or quality assurance requirements
	1055 - Evaluate information to support action Evaluate and assess the value of information identifying relevant patterns and trends. Use the information to take appropriate action and achieve desired outcomes
	1139 - Manage the quality of service provision Set appropriate standards for service provision and establish appropriate systems to effectively maintain a quality of service that meets customer and organisational expectations

	236 – Participate in meetings Prepare for and actively contribute within meetings in a clear, concise and relevant manner, ensuring decisions and actions are communicated to appropriate personnel
	1072 - Provide specialist advice and knowledge Provide specialist advice and knowledge to colleagues, partners and other individuals and agencies to support the achievement of organisational objectives and enable compliance with organisational policy
	1021 - Contribute to policy formulation Draft policies that are fair, support organisational strategy, aims and objectives and comply with relevant legislation. Ensure effective consultation with stakeholders. Review and amend policies taking into account organisation changes.
	1141 - Establish and agree terms of reference Identify and agree the requirements of a given task or project, and establish criteria for evaluation.
	1140 - Provide customer service Provide and promote service to customers in a professional manner in line with organisational policy and legislative requirements.
	216 – Complete administration procedures Ensure that all matters relating to the process of information are carried out in a prompt, efficient manner and in accordance with legislation, policy and procedure
	206 – Comply with Health and Safety legislation Ensure that you show a duty of care and take appropriate action to comply with Health and Safety requirements at all times
	217 – Maintain standards of professional practice Ensure your behaviour complies with organisational values and organise your own work effectively to meet the demands of your role. Identify, implement and monitor development activities to enhance your own performance
	242 – Make best use of technology Make best use of technology in support of your role, ensuring correct operation and compliance with organisational and legal requirements
	141 – Promote equality, diversity and Human Rights in working practices Promote equality, diversity and Human Rights in working practices by developing and maintaining positive working relationships, ensuring that colleagues are treated fairly and contributing to developing equality of opportunity in working practices
Personal Responsibility	224 – Work as part of a team Work co-operatively with team members and colleagues, contributing positively and constructively to the achievement of team and organisational objectives

Legal Services	1194 - Provide support for legal hearings Review and progress cases for legal proceedings. Liaise with witnesses and other appropriate individuals to ensure readiness for hearings. 1193 - Represent the force at legal hearings Develop an appropriate case strategy to represent the organisation at legal hearings.
Health Safety & Welfare	1160 - Manage the welfare needs of individuals Recognise any problems that a member of staff may be experiencing, assist them in identifying the cause and agree a suitable way forward, acting at all times in accordance with organisational policy
Managing & Developing People	234 – Prepare and deliver presentations Prepare and deliver information to diverse audiences ensuring that you use an appropriate communication style, operate equipment correctly and represent the values of the Service
Other	Undertake such other activities as are appropriate to the profile and grade, as may be required from time to time

Behaviour Area	Behaviour
Working with others	Respect for race and diversity Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their race, religion, position, background, circumstances, status or appearance. <i>Understands other people's views and takes them into account. Is tactful and diplomatic when dealing with people, treating them with dignity and respect at all times. Understands and is sensitive to social, cultural and racial differences.</i>
	Teamworking Develops strong working relationships inside and outside the team to achieve common goals. Breaks down barriers between groups and involves others in discussions and decisions. <i>Works effectively as a team member and helps build relationships within it. Actively helps and supports others to achieve team goals.</i>
	Community and customer focus Focuses on the customer and provides a high-quality service that is tailored to meet their individual needs. Understands the communities that are served and shows an active commitment to policing that reflects their needs and concerns. <i>Provides a high level of service to customers. Maintains contact with customers, works out what they need and responds to them</i>

	Effective communication Communicates ideas and information effectively, both verbally and in writing. Uses language and a style of communication that is appropriate to the situation and people being addressed. Makes sure that others understand what is going on. <i>Speaks clearly and concisely, and does not use jargon. Uses plain English and correct grammar. Listens carefully to understand.</i>
Achieving results	Problem solving Gathers information from a range of sources. Analyses information to identify problems and issues, and makes effective decisions. <i>Gathers enough relevant information to understand specific issues and events. Uses information to identify problems and draw logical conclusions. Makes good decisions.</i>
	Planning and organising Plans, organises and supervises activities to make sure resources are used efficiently and effectively to achieve organisational goals. <i>Plans and carries out activities in an orderly and well-structured way. Prioritises tasks, uses time in the best possible way, and works within appropriate policy and procedures.</i>
	Personal responsibility Takes personal responsibility for making things happen and achieving results. Displays motivation, commitment, perseverance and conscientiousness. Acts with a high degree of integrity. <i>Takes personal responsibility for own actions and for sorting out issues or problems that arise. Is focused on achieving results to required standards and developing skills and knowledge.</i>
	Resilience Shows resilience, even in difficult circumstances. Prepared to make difficult decisions and has the confidence to see them through. <i>Shows confidence to perform own role without unnecessary support in normal circumstances. Acts in an appropriate way and controls emotions.</i>

Question Two

No accreditation is required although we put police staff through PIP 1 if they have no previous experience. I believe all police officers are PIP one and any one from CID background will be PIP 2 as it is part of CID training. All PSD police staff investigators are minimum of PIP1.

Question Three

(2) Regulation 15 3 of the PCR 2020 sets out the requirements - No person may be appointed to investigate a matter under this regulation—

- (a) unless they have an appropriate level of knowledge, skills and experience to plan and manage the investigation;

I am satisfied that all the relevant information has been passed to me and been considered in the light of your request within the time constraints applicable under the legislation.

Wiltshire Police would like to thank you for the interest that you have shown in the Force.

Yours Sincerely,

Wiltshire Police offers a re-examination of your case under its review procedure.



Force Disclosure Unit

Wiltshire Police HQ, London Road, Devizes, Wiltshire SN10 2DN



Freedom of Information Request Appeals Procedure

1. Who Can Ask for a Review

Any person who has requested information from Wiltshire Police, which has been dealt with under the Freedom of Information Act, is entitled to complain and request an internal review, if they are dissatisfied with the response they received.

2. How to Request a Review

Requests for review of a Freedom of Information request must be made in writing to the:

Force Disclosure Unit
Wiltshire Police Headquarters,
London Road, Devizes,
Wiltshire,
SN10 2DN

Email at disclosure@wiltshire.police.uk.

The reference number, date of the request and details of why the review is being requested must be included. Requests for review should be brought to the attention of the Force Disclosure Unit within 20 working days of the Force's response to the original Fol request.

3. Review Procedure

Receipt of a request for review will be acknowledged in writing to include confirmation of the reasons for the review. The review will be conducted by another Decision Maker, who is independent from the original Decision Maker. The Force Disclosure Unit will set a target date for a response. The response will be made as soon as is practicable with the intention to complete the review within twenty working days. In more complex cases the review may take up to 40 working days.

The Independent Decision Maker will conduct a review of the handling of the request for information and of decisions taken, including decisions taken about where the public interest lies in respect of exempt information where applicable. The review enables a re-evaluation of the case, taking into account the matters raised by the complaint.

4. Conclusion of the Appeal

On completion of the review the Independent Decision Maker will reply to the complainant with the result of the review. If the complainant is still dissatisfied following the review they should contact the Information Commissioner to make an appeal. The Information Commissioner can be contacted via the following details:

Keeping Wiltshire Safe

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 01625 545 700
Fax: 01625 524 510
Email: mail@ico.gsi.gov.uk

Please note that the ICO's offices will be closed for the foreseeable future and are therefore unable to receive correspondence via post.

If you should wish you contact them, please visit <https://ico.org.uk/global/contact-us/>