

Warwickshire Police Authority – 29th July 2009

Report of the Chief Constable

The Policing Pledge and ‘Right Service, First Time’

This report provides an update regarding implementation of the Policing Pledge within Warwickshire, an overview of our recent pledge inspection and ongoing national developments. It also provides an update regarding the ‘Right Service, First Time’ programme of work

Recommendation

That Authority members note the current position

**Keith Bristow
Chief Constable**

Update of Implementation of the Policing Pledge

Introduction

Members will recall a Policing Pledge presentation provided at the full authority meeting in May this year. This paper is intended to provide an update as to implementation, an overview of the recent Pledge inspection and of the national perspective.

Update

The Working Group, chaired by Superintendent Chris Ward continues to meet and drive forward an action plan. Neil Gulliver represents the Authority on the group. Her Majesty's Inspectorate of Constabulary between 26th May and 3rd June inspected the force and the following is a brief summary of the main strengths and areas for improvement identified.

Strengths

- The 150 forward Programme has created a streamlined Directorate structure that makes implementation of such initiatives easier than the previous geographical based structure
- The provision of information as regards to our Safer Neighbourhood Teams, their locations and how to work with them is extensive
- The use of Volunteers to assist Safer Neighbourhood Teams update the website was positive
- The Working Group and Authority reality checks were seen as assisting driving improvements
- The Communications Strategy is effective and the majority of our staff know of the Pledge and what is expected from them
- Our recently developed Complaints/Compliments and Feedback mechanism (via the Internet) was seen as innovative

Areas For Improvement

- Some of our Front Offices are closing out of sync with published hours
- We have no formal process to capture 'low level' dissatisfaction dealt with by our staff. Therefore, we are potentially missing opportunities to better understand and resolve such issues
- Estimated Times of Arrival were not consistently provided to callers for service
- There was a lack of marketing of the Pledge to our diverse communities
- Recording of SNT abstractions was not consistent
- Consultation and engagement with our communities could be strengthened.

Work (via the Working Group) has already started to build upon the strengths and address the areas for improvement. Grades are not yet known but overall we anticipate that the force has done quite well. Many of the areas for improvement are reflected within the recent HMIC report of national early findings.

National Perspective

The national perspective is as follows:

- In September the Home Office will relaunch the campaign 'Justice Seen, Justice Done'. This time the focus will be on Pledge 8, which is that of the provision of monthly updates to communities. This includes: updates on action that we and our partners have taken to make the neighbourhood safer (local priorities), what happened to those that cause the most serious harm to our communities, crime mapping information and how the force is performing.
- The Citizen Focus Neighbourhood Policing Programme will conduct further reality checks on our websites (particularly in relation to Pledge 8)
- Crime Mapping capability will develop in that crime comparisons that cross force boundaries will be possible. For example comparing one safer neighbourhood team of our force to those in other force areas.
- A National forum of a repository of good practice will be established

Summary

The Force remains well placed to delivery and further embed the Policing Pledge. The Communications Strategy will be further developed and the Pledge work has now been aligned under the Public Confidence Board. It will form a work stream in its own right (recognising its links to confidence).

A copy of the full Policing Pledge is attached to this report.

Update of 'Right Service, First Time

Introduction

Members will be aware of this programme of work that originally started as 'Operation Rome' and examined the way in which the way the force deals with its calls for service and incident handling. It is very closely aligned to the Policing Pledge in that it gives our callers for service greater power to obtain a service that is tailored to individual needs (Policing Pledge 6). This is achieved by the provision of appointments at station surgeries or by appointment cars. It also provides better advice and information that is enabling more incidents to be resolved without the need for deployment.

Update

'Right Service, First Time' went live on 12th May and there has been significant benefits to our communities. In the main the benefits can be categorised into either an improved quality of service or the release of capacity to better protect our communities from harm.

Initial indications are very positive, and there are many examples of benefits being realised. Some of which include;

- Positive feedback from quality of service questionnaires provided to persons who receive an appointment.
- Better managing expectations and keeping our promises more often
- A significant reduction in the number of 'Open Incidents'
- Reductions in average attendance times at Emergency (-1 minute) and Priority incidents (-58minutes) - (01/05/09 to 11/05/09 compared against 12/05/09 to 03/07/09)
- An increase in incidents resolved without deployment, 35% to 44% (01/05/09 to 11/05/09 compared against 12/05/09 to 03/07/09)

Summary

'Right Service, First Time' is now integrated into business as usual and is delivering a significantly enhanced quality of service to our communities. A post implementation review will take place in November 2009.

THE POLICE SERVICE IN ENGLAND AND WALES WILL SUPPORT LAW ABIDING CITIZENS AND PURSUE CRIMINALS RELENTLESSLY TO KEEP YOU AND YOUR NEIGHBOURHOODS SAFE FROM HARM. WE WILL:

1. Always treat you fairly with dignity and respect ensuring you have fair access to our services at a time that is reasonable and suitable for you.
2. Provide you with information so you know who your dedicated Neighbourhood Policing Team is, where they are based, how to contact them and how to work with them.
3. Ensure your Neighbourhood Policing Team and other police patrols are visible and on your patch at times when they will be most effective and when you tell us you most need them. We will ensure your team are not taken away from neighbourhood business more than is absolutely necessary. They will spend at least 80 percent of their time visibly working in your neighbourhood, tackling your priorities. Staff turnover will be minimised.
4. Respond to every message directed to your Neighbourhood Policing Team within 24 hours and, where necessary, provide a more detailed response as soon as we can.
5. Aim to answer 999 calls within 10 seconds, deploying to emergencies immediately giving an estimated time of arrival, getting to you safely, and as quickly as possible. In urban areas, we will aim to get to you within 15 minutes and in rural areas within 20 minutes.
6. Answer all non-emergency calls promptly. If attendance is needed, send a patrol giving you an estimated time of arrival, and:
 - If you are vulnerable or upset aim to be with you within 60 minutes.
 - If you are calling about an issue that we have agreed with your community will be a neighbourhood priority and attendance is required, we will aim to be with you within 60 minutes.
 - Alternatively, if appropriate, we will make an appointment to see you at a time that fits in with your life and within 48 hours.
 - If agreed that attendance is not necessary we will give you advice, answer your questions and / or put you in touch with someone who can help.
7. Arrange regular public meetings to agree your priorities, at least once a month, giving you a chance to meet your local team with other members of your community. These will include opportunities such as surgeries, street briefings and mobile police station visits which will be arranged to meet local needs and requirements.
8. Provide monthly updates on progress, and on local crime and policing issues. This will include the provision of crime maps, information on specific crimes and what happened to those brought to justice, details of what action we and our partners are taking to make your neighbourhood safer and information on how your force is performing.
9. If you have been a victim of crime agree with you how often you would like to be kept informed of progress in your case and for how long. You have the right to be kept informed at least every month if you wish and for as long as is reasonable.
10. Acknowledge any dissatisfaction with the service you have received within 24 hours of reporting it to us. To help us fully resolve the matter, discuss with you how it will be handled, give you an opportunity to talk in person to someone about your concerns and agree with you what will be done about them and how quickly.

We want to do our best for you but if we fail to meet our pledge we will always explain why it has not been possible on that occasion to deliver the high standards to which we aspire and you deserve.