

**Report of the Chief Constable to the Chair and Members  
of the Operational Policing Panel  
18<sup>th</sup> March 2010**

**Executive & Presenting Officer: Mr Sean White, Assistant Chief Officer  
(Territorial Operations)**

**Status: For information**

**Policing Pledge Update**

**1 Purpose**

1.1 To update Members on progress in implementing the Policing Pledge.

**2 Recommendations**

2.1 That Members note the contents of this report.

**3 Reasons**

3.1 Background

In December 2008 the Home Office introduced the Policing Pledge, in the Policing Green Paper – *'From the neighbourhood to the national: policing our communities together'*, (Home Office 2008). The Pledge is the police service's commitment to the public and sets out minimum standards of service they can expect to receive.

3.2 The overall impact of the pledge is expected to be an improvement in public confidence. The pledge is endorsed by ACPO nationally and the Chief Constable signed up to delivering the Pledge commitments on behalf of the Authority and Force. Delivery of the pledge is monitored by HMIC through their inspection process.

- 3.3 A sub-group of the Citizen Focus project board was established to develop systems to meet the Policing Pledge. This sub-group reports to and is monitored by the Citizen Focus Project Board chaired by the Assistant Chief Constable (Territorial Operations). The Authority has both officer and Member representation on the project board.
- 3.4 HMIC Inspection  
During the summer of 2009 the HMIC undertook an inspection of the Policing Pledge in all Forces. Cleveland received a 'Fair' grading, along with 32 other Forces, with only eight Forces receiving a grading of 'good', and two receiving a grading of 'poor'. The inspection report included a number of strengths and areas for improvement being highlighted by the Inspectors. The public summary of the inspection and relevant grades was presented to Members in their update report to the January meeting of the Operational Policing Panel.
- 3.5 A full meeting of the Citizen Focus Project Board was dedicated to reviewing the detailed findings and recommendations of the report, resulting in the Operational Performance Team (OPT) being tasked to prepare an action plan to ensure that the Force delivers the Pledge commitments and is graded Good or Excellent at the next HMIC inspection.
- 3.6 This work was undertaken by the OPT and an action plan was first presented to the Citizen Focus Board for consideration on 15<sup>th</sup> December 2009. Further updates on the progress of actions in relation to the recommendations from the HMIC have and will be provided to this group at future Citizen Focus Board meetings.
- 3.7 Pledge Development  
The Pledge action plan is underpinned by a number of significant products, see appendix 1 attached. These products will help to ensure that we meet the promises of the Pledge. Some of the significant product developments are highlighted below.
- 3.8 A draft Communications/Engagement/Consultation Strategy has now been completed. This strategy will positively impact upon a number of Pledge priority areas. The strategy will also include a no cancellation direction in relation to police office opening times and arranged public meetings.
- 3.9 A Neighbourhood Policing (NHP)/IRIS Software working group has been established and will, along with a number of other developments, look to integrate public priority setting into existing force software. Local priority recording has also been refined to be more specific allowing control room call-takers easier interpretation via a newly adopted 'neighbourhood button'.
- 3.10 The enquiry desk review has been broadened to include an assessment of the corporate requirement regarding notice boards, including numbers at each location, content and refresh arrangements.

- 3.11 Estimated time of arrival scripts are now being used by control room call-takers. Work is also currently ongoing to amend incident prioritisation in accordance with the final draft of the National Contact Management Strategy (NCMS) and the accompanying principles and guidance (NCMSPG).
- 3.12 Telephone calls to advertised NHP teams are managed through the control room on a 24/7 basis. Improved email contact to NHP teams is currently being reviewed and will link into Project I.
- 3.13 A corporate appointments system has been recently introduced with the focus on mobile appointment cars supported by some station based appointments. This has also been linked to an incremental adoption of 'face to face' crime recording which has been rolled out through the Crime Management and Demand Management Review Action Plans. Further development in this area is being considered around a NHP team based appointments system.
- 3.14 A further upgrade of the forces existing IRIS software has been agreed via the Niche Crime User Group and is due to take place in April 2010. This will expand on our ability to record/monitor our compliance with the Victims Code of Practice and will allow customer contact contracts to be recorded and monitored.
- 3.15 A new Direction and Control/Expressions of Dissatisfaction policy has been written and will be presented at the next Strategic Development Group (SDG). The new policy gives clear guidance around the recording of incidents involving dissatisfaction and service recovery. The first dissatisfaction data has been included in the Professional Standards Departments quarterly report.
- 3.16 A new Pledge Performance Framework has been introduced. Quarterly data will be included in the Force's performance monitoring regime.
- 3.17 Development of Neighbourhood Policing plus and a tailored Pledge training package are also nearing completion.
- 3.18 There is also current work ongoing to introduce a local process for informing local communities of offenders brought to justice, use of the CUPID device to monitor the visibility of NHP teams and the increased use of commercially available demographic data.

## **4 Implications**

### **4.1 Finance**

There are no financial implications arising from this report.

### **4.2 Diversity and Equal Opportunities**

There are no diversity or equal opportunities implications arising from this report.

4.3 Human Rights Act

There are no Human Rights Act implications arising from this report.

4.4 Sustainability

There are no sustainability implications arising from this report.

4.5 Risk

There are no risk implications arising from this report.

**5. Conclusions**

- 5.1 There are many areas of overlap between the National Quality of Service Commitment (NQoSC) and the Policing Pledge and, in order to ensure a consistent approach, both will continue to be monitored and delivered by the Citizen Focus Project Board led by ACC White with members from the Force and the Police Authority.

Sean Price  
Chief Constable

Background Papers

In accordance with Force policy and the Freedom of Information Act 2000, the report and information contained within it are available for public scrutiny.

**Policing Pledge – Key Action Plan Products**

	<b>Action Plan Products</b>	<b>Comments</b>
1	IRIS Software Update – Priority Setting	Ongoing development through the NHP/IRIS working group.
2	Information display Process	Ongoing, the Enquiry Desk review broadened to include an assessment of the corporate requirement regarding notice boards.
3	Community Engagement Toolkit Update	Linked to product 4.
4	Communication/Engagement/Consultation Strategy	Draft strategy completed. Awaiting ratification.
5	Neighbourhood Policing Plus	Ongoing development.
6	ETA Process	Ongoing and linked to Project I implementation.
7	NHP calls/email 24 hr response process	Ongoing development and linked to Project I.
8	No Cancellation Policy	To be included in product 4.
9	Corporate appointments System	Car appointments system introduced 4 <sup>th</sup> Jan 2010. Further development around NHP team appointment system.
10	Citizen Focus Objectives Update	Proposal for strategic review made.
11	Customer Contact Contracts Policy	The Niche Crime User Group has agreed an IRIS Software upgrade. Implementation to start April 2010.
12	IRIS Software Update – Customer Contact Contracts	
13	Dissatisfaction Policy	Draft policy completed and to be presented at next SDG, 9 <sup>th</sup> Apr 2010.
14	Pledge Training Package	Draft package completed. Ratification ongoing and then a prioritised rollout to staff to commence.
15	Corporate Abstraction Policy	Review ongoing and linked to product 20.
16	Pledge Performance framework	Framework completed.
17	Reality Checking Capability	Ongoing.
18	Offenders Update Process	Interim solution being developed. Awaiting national solution.
19	MOSAIC business case	Ongoing.
20	CUPID GPS	Ongoing and linked to product 15.