

**Report of the Chief Constable to the Chair and Members  
of the Operational Policing Panel  
22<sup>nd</sup> January 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. The Pledge is the police service's commitment to the public and sets out minimum standards of service they can expect to receive. A copy of the Pledge is attached at Appendix 1.

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 Improvements during 2009

During the last 12 months a local pledge leaflet has been made available for each neighbourhood within the Force area, additional information was made available about neighbourhood officers, priorities and crime information using the new Force website. An independent Home Office commissioned review of the Force neighbourhood websites stated that the new website was "massively improved" and that with some further improvements the Force site could be one of the best sites nationally.

3.5 The Force already had one of the best performing Communications Centres in the country but in order to meet the requirements of the Pledge further improvements have been made. Call handlers now have instant access to local priorities, ensuring that they can meet the requirements of the Pledge in dealing with calls relating to those priorities.

3.6 Community engagement arrangements already in place have been strengthened by Neighbourhood Officers and PCSOs and the Force has been consistently in the top 3 for the single top down target in relation to confidence in the police and local councils dealing with antisocial behaviour and crime issues that matter locally.

3.7 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 can be seen at Appendix 2.

3.8 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.

3.9 This work has now been undertaken by the OPT and a draft action plan was presented to the Citizen Focus Board for consideration on 15<sup>th</sup> December 2009. A further update on the progress of action in relation to the recommendations from the HMIC will be provided to this group at a future meeting.

## **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.