

LEICESTERSHIRE POLICE AUTHORITY

How the Police Authority can ensure the Policing Pledge is implemented and how the Authority can contribute to its fulfilment.

Dealing first with each element of the pledge:

Pledge	PA action
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.	(a) Analysis of complaints by PSD through PSCtee. (b) may also impact on existing diversity duties and therefore brings a new impetus to equalities and human rights monitoring. (c) monitoring of local objective 4.
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.	(a) Force can make formal reports to PA indicating what done to fulfil this promise from time to time, eg to PA meeting on 30 June (b) anecdotal evidence when members visit a police station
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% of their time visibly working in your neighbourhood, tackling your priorities. Staff turnover will be minimised	(a) Visibility is something PA monitors by having and monitoring a local objective about abstraction. This is reported to the Authority each quarter. (b) Staff turnover - Force can make formal reports to PA indicating what done to fulfil this promise from time to time.
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.	(a) Ensure policy is in place and receive information form Force about measures taken to ensure promise is kept. (b) Get anecdotal evidence where interacting with any level of police officer/staff. (c) Look at complaints that come in where this has not been kept.
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.	(a) Contact Management Panel to monitor. (b) 999s data could usefully be in PA quarterly meeting report on performance too as it one of the key things Force do.
6. Answer all non-emergency calls promptly. If attendance is needed, send a patrol giving	(a) Contact Management Panel to monitor.

<p>you an estimated time of arrival and:</p> <ul style="list-style-type: none"> • 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. 	
<p>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.</p>	<p>(a) receive information from Force about measures taken to ensure promise is kept</p>
<p>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.</p>	<p>(a) Members could raise this from time to time with LPU commanders. (b) Ask the public at public meetings/events. (c) Ask councillor colleagues for their views on the extent to which this promise is kept. (d) Monitor force web for material that is relevant and timely</p>
<p>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.</p>	<p>(a) PA job here is to ensure policy is in place underpinning this. Then pick up through sampling of complaints where it is going wrong. (b) Members could also raise this from time to time with LPU commanders to ensure it is well understood and its importance noted</p>
<p>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.</p>	<p>(a) receive information form Force about measures taken to ensure promise is kept</p>
<p>We want to do our best for you but if we fail to meet our Pledge we will</p>	<p>This is the promise to keep the 10 promises. This will come to the</p>

always explain why it has not been possible on that occasion to deliver the high standards to which we aspire and you deserve.	Constabulary as a complaint. We shall pick up this through analysis of the complaints data and dipsampling via Professional Standards.
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In addition, we should be able to weave more into what the Police Authority does in the following respects:

- questions asked on Council Tax Questionnaire, Community Consultation Questionnaire, and Youth Questionnaire.
- Meetings Police Authority members hold at LPU level to feed more effectively into Crime and Disorder Reduction Partnerships activity
- Meetings held with other groups through the consultation cycle each year.
- Members sitting on Force programme boards

We could also amend our website to provide a bespoke page on the pledge that links through to the constabulary site.