

# LEICESTERSHIRE POLICE AUTHORITY

PAPER MARKED

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Meeting            POLICE AUTHORITY  
Date                30<sup>TH</sup> JUNE 2009  
Report of          CHIEF CONSTABLE  
Subject            Policing Pledge – Performance Update.

## Purpose and Introduction

1. The purpose of this report is to inform members of the current position with regard to the Policing Pledge performance.

## Background

2. On the 31 December 2009 the Force launched its Policing Pledge, a series of promises around the standard of service the public can expect from the police. Since then the Pledge Implementation Team headed by Chief Superintendent Chris Rollings have been working to ensure the Force is able to meet the promises in the Pledge. The team have been carrying out numerous 'reality' checks to ensure we are compliant and have introduced a performance monitoring regime to ensure our level of compliance with the Pledge is tracked.
3. From 7 June – 12 June HMIC inspected the Force. This was a robust Inspection with the inspection team visiting HQ Departments, attending community meetings, and talking to officers and staff on BCUs. Many of the visits were unannounced, reflecting the new robust approach of HMIC to such inspections.
4. The Force has produced a comprehensive internal and external communications strategy. This has involved a vast range of communication methods including this month translating the Pledge into 12 languages used in the Force area, and a Media Launch of the high-profile taxi advertising campaign.

## Performance Update

5. The Force monitors performance against the Pledge targets through a new regime developed by Performance Review and the Pledge implementation team. This is evolving as a number of the measures require surveys or reality checks e.g. to check a public meeting is conducted in a particular way. In terms of Pledge current performance this is detailed below:
6. **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.**

This is subject to ongoing reality checks but informal feedback from HMIC was favorable on the information available that publicised local teams, the Force

Website, and the use of Facebook and Twitter by officers policing student communities.

- 7. 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.**

The abstraction rate of PBOs for April 2009 was 4.8%. The Force is moving to monitor this through the use of IR3 tracking software.

- 8 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.**

Dip sample results – Informal feedback from HMIC was that this was a very strong area for the Force with 19/20 messages responded to in 24hrs.

- 9 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.**

In May 09 we answered 94.13% in 10 secs, this is 10,958 out of a total of 11,541 999 calls. The average over the last 12 months has been 94.5% in 10 secs.

Also in May 09 officers attended 2,443 grade 1 incidents on average in 11 minutes against the target of 15 minutes. (note the Pledge allows 15 minutes urban and 20 minutes rural). 83.3% of these emergencies were attended within 15 minutes. On average over the last 12 months we attended grade 1 calls within 15 minutes 82.1% of the time. The fact the Force has opted for only 1 target here and it is the harder one to achieve was informally commented upon favourably by HMIC

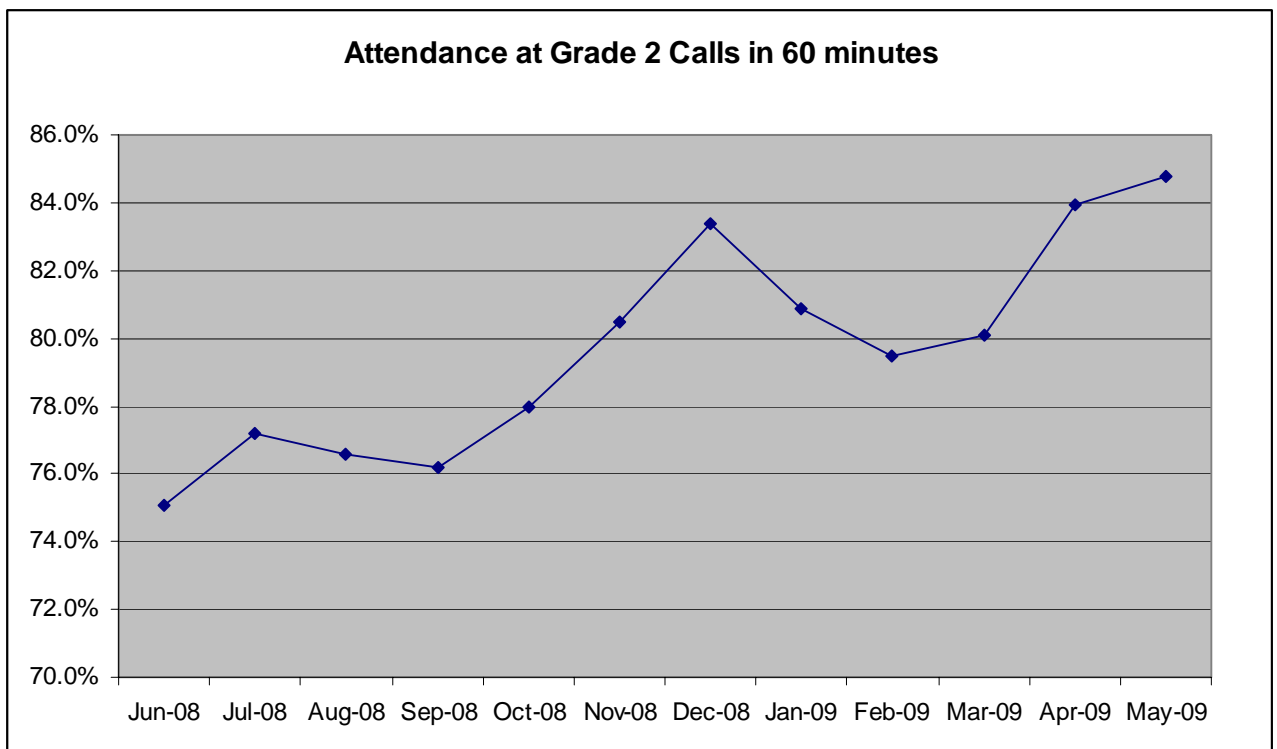
- 10 Answer all non-emergency calls promptly. If attendance is needed, send a patrol giving you an estimated time of arrival and:**

- **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.**

- o **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.**

In May 09 we answered 89.71% of non-emergency calls in 30 secs, this is 46,300 out of a total of 53,128 999 calls.

A variety of incidents fall into the category of calls where a 60 minute attendance is required. In May 09 we attended 8,242 grade 2 calls on average in 37 minutes. Of the 8,242 calls 5,448 (84.8%) were attended within 60 minutes. On average over the last 12 months we attended grade 2 calls within 60 minutes 79.6% of the time. This is an improving area of performance as can be seen from the graph below



In April 09 we attended 32% of Grade 3 calls by way of a Scheduled, diarised response. We continue to monitor this which will change when the new policy on crime and incident attendance is introduced in September 2009. The presumption with the new policy is that every call reporting a crime or incident will generate a response, thus ending the long culture that a number of calls were 'non-attendant crime'.

The Force has started to measure the number of calls classed as about a neighborhood priority / where callers are upset and will in the future be able to see how many calls all we are dealing with and the speed we respond

- 11 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.**

This is measured in a number of ways. In terms of Front Enquiry desk opening hours to the end of April 09 we complied with our opening hours 99.7% of the time (target 95%). Our difference in user satisfaction between white v other ethnicities for April 09 was 2.7% which places us 7<sup>th</sup> in the country.

- 12 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.**

The Force Website contains a plethora of opportunities for the community to meet their local neighborhood officers and influence local policing. In many cases these are held far more frequently than once a month. Informally this was positively acknowledged by HMIC.

- 13 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.**

The Force has introduced a new system to allow easy access for all officers to court results, allowing them to speedily update to communities This is currently being embedded across the Force in terms of usage

- 14 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.**

For keeping people informed the user satisfaction figures for April 2008 to March 2009 show the Force at 76.7% 6<sup>th</sup> in the country. The Force also monitors closely officer compliance with the victims code

- 15 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.**

The Force has introduced a new system in June 2009 for monitoring dissatisfaction. It is too early to have any definitive figures on this measure at this stage.

**16 Conclusion**

Informal feedback from HMIC was that they felt the Force was performing well on Pledge Implementation whilst accepting there are a number of areas where work in progress continues. The performance regime for the Pledge is evolving and will become more sophisticated, for example the ability to monitor time spent on neighbourhoods through the use of IR3. In terms of current performance the latest user satisfaction and CRAVE figures suggest the outcomes from the Pledge are improving, and there is no doubt the Pledge itself is having an impact on these positive outcomes

**17 Recommendation**

Members are recommended to note the contents of this report.

**Papers Attached**

**18. Nil**

**Persons to contact:**

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