

LEICESTERSHIRE POLICE AUTHORITY



Meeting **POLICE AUTHORITY**

Date **TUESDAY 28th JUNE 2010**

Report of **CHIEF CONSTABLE**

Subject **POLICING PLEDGE - HMIC INSPECTION REPORT**

Purpose of Report

1. This report provides members with information about progress in relation to implementation of the Policing Pledge and in particular how the issues identified within the HMIC report are being addressed.

Background

2. As part of a national inspection, during the week commencing 8th June 2009 Her Majesty's Inspectorate of Constabulary (HMIC) undertook a full inspection of the Force in relation to implementation of the Policing Pledge.
3. HMIC subsequently produced a draft Inspection Findings report in July 2009 with a formal HMIC Inspection Findings report following in October 2009. HMIC awarded us a good grade for eight out of the ten pledge points, the remaining two points were graded as fair. Overall Leicestershire was one of only eight Forces who were awarded an overall good grade and was ranked joint national leaders along with Lancashire Constabulary.
4. Along with the performance grading the Formal HMIC Inspection Findings report also identified our strengths, where there was already work in progress (WIP) and where there was considered to be areas for improvement (AFI) in relation to each of the pledge points. The WIPs and AFIs were subsequently consolidated into an internal Post Inspection Development Plan. Initially the Post Inspection Development Plan contained a total of 26 WIPs and 14 AFIs.
5. To ensure that Leicestershire is unequivocal in the continued embedding of the Pledge within daily business and to evidence how we are delivering against Home Office intentions the Service Improvement Unit have been coordinating and supporting key stakeholders and business leads to ensure that the WIPs and AFIs are robustly addressed. This includes providing a link to regional and national best practice and innovation via ACPO and the National Policing Improvement Agency.

6. In December 2009 a further submission was made to HMIC detailing substantial progress in relation to the Post Inspection Development Plan. As a result of feedback from this submission, on 22nd March 2010 HMIC were suitably satisfied and felt able to sign off all the AFIs as either complete or to convert them to WIPs. A substantial number of the existing WIPs were also signed off.
7. The Post Inspection Development Plan now contains only thirteen WIPs. See Appendix A (below).

Future Steps

8. The Service Improvement Unit is coordinating activity in order to address these remaining WIPs to the satisfaction of HMIC and considerable work has already been completed. Performance in relation to Pledge compliance continues to be reported and monitored via the Service Excellence Performance Group.
9. It is anticipated that HMIC may undertake a further full inspection of the Force in relation the Pledge during the summer of 2010.

Recommendation

10. The Authority is recommended to note;
 - i. The considerable progress already made in relation to the HMIC Post Inspection Development Plan and
 - ii. The impending HMIC inspection.

Implications`

Financial: none.

Legal: none.

Diversity: none.

Risk Management: none.

Background Papers

Appendix A details remaining HMIC work in progress.

Officers to Contact

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HMIC Post Inspection Development Plan
Remaining Work in Progress

WIP 13/3	Force Patrol Strategy – require evidence of BCU / LPU compliance testing in relation to single / double crewing.
WIP 13/4	Local Policing Officer support to Neighbourhood Teams – require clarity over how response teams contribute towards neighbourhood priorities.
WIP 14/1	Voicemail – require further reality checking to ensure that the processes already in place to ensure Neighbourhood Teams respond to messages within 24 hours are working correctly.
WIP 14/2	Correspondence Handling – require further reality checking to ensure that that correspondence received by the Force are logged, tracked and responded to within 24 hours.
WIP 15/3	Voicemail – require further reality checking to ensure that voicemail greetings are up to date, consistent and appropriate.
WIP 18/2	Neighbourhood Priorities – require further reality checking to ensure that Neighbourhood priorities are of sufficient detail and quality.
WIP 21/2	New Media – require further work in relation to how the Force is making use of new media as part of community engagement.
WIP 21/3	Neighbourhood Priority Setting - require clarity on how involved communities are in agreeing priorities and signing off on completion.
WIP 22/2	Provision of Justice Outcomes – require further work and clarity on how the Force is taking this forward.
WIP 22/4	Provision of Beat Information – require clarity on the distribution and consistency of neighbourhood news letters.
WIP 24/2	Victim Code Updates – require further work in relation to how the Force records, monitors and complies with victim’s wishes for crime updates.
WIP 35/3	External Marketing – require clarity on how the Force is promoting the Pledge externally.
WIP 35/4	Use of PDR Process – require update on how the Force uses the PDR process to promote ‘Second to None’, ‘Getting Personal’ and the Policing Pledge.