



Inspecting policing
in the public interest



DELIVERING THE POLICING PLEDGE

Dyfed-Powys Police

“Are the local police delivering for you?”

The ‘Policing Pledge’ sets out ten minimum standards that the police service promised to deliver from 31 December 2008.

Her Majesty’s Inspectorate of Constabulary (HMIC) has reviewed how well the 43 forces in England and Wales are delivering the standards they promised the public.

This report provides members of the public with information on the performance of their local force.

Each Pledge standard and the three areas relating to how the force is working towards its delivery have been graded. HMIC has combined these assessments to give an overall grade for the force.

The overall grade for
Dyfed-Powys Police is:

FAIR

The different grades

EXCELLENT

is awarded for exceptional performance which is consistently above and beyond the required standard.

GOOD

is defined as meeting the standard, although there may be minor dips in performance.

FAIR

is awarded where performance is variable and falls short of the required standard. Remedial action is needed.

POOR

is used when performance fails to meet an acceptable level. Immediate remedial action is needed.

THE POLICING PLEDGE POINTS

HMIC GRADING

PLEDGE POINT 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.

FAIR

PLEDGE POINT 2

Provide you with information so you know who your dedicated Neighbourhood Policing Team are, where they are based, how to contact them and how to work with them.

FAIR

PLEDGE POINT 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 that your team is not taken away from neighbourhood business more than is absolutely necessary. Officers will spend at least 80% of their time visibly working in your neighbourhood, tackling your priorities. Staff turnover will be minimised.

GOOD

PLEDGE POINT 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.

FAIR

PLEDGE POINT 5

Aim to answer 999 calls within 10 seconds, deploying to emergencies immediately, giving an estimated time of arrival (ETA), and 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.

FAIR

PLEDGE POINT 6

Answer all non-emergency calls promptly. If attendance is needed, send a patrol, giving you an ETA, and:

- if you are vulnerable or upset, we will 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.

FAIR

PLEDGE POINT 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.

FAIR

PLEDGE POINT 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.

FAIR

PLEDGE POINT 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.

FAIR

PLEDGE POINT 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.

FAIR

SUMMARY OF FINDINGS

PLEDGE POINT 1

Public access to police stations was being improved by a project with an emphasis on assisting visitors with disabilities. Notices and literature displayed in and outside police stations were available in both Welsh and English, and some in Braille. **But** there had been limited public consultation about station opening hours. Although checks by the inspection team showed that the public were becoming increasingly aware of the changes, opening times were not displayed outside all stations.

PLEDGE POINT 2

A well designed website providing details of Neighbourhood Policing Teams (NPTs) and contact methods could be found through a postcode search facility. Community meetings were listed alongside local policing priorities and details of how communities could become involved with the NPTs. Updates from meetings were quickly posted on the website. **But** there was limited wider communal circulation of local NPT details. The force recognised that community meetings were not well attended but this has not led to improved advertisement of these events outside of the force website.

PLEDGE POINT 3

NPT staff were not regularly removed from their neighbourhood and staff were usually required to spend 36 months in this role before moving on. Checks with the public indicated that Police Community Support Officers were well known and visible to their communities, with an emphasis on patrolling on foot. Welsh speaking communities were policed by NPT Welsh speaking staff. Processes were in place to raise awareness amongst staff of local community priorities. **But** staff often had to return to the station to complete paperwork, and plans for mobile data units had not yet been implemented.

PLEDGE POINT 4

The Communications Centre had improved the rate of response to messages sent to the NPT; usually messages were answered within 24 hours. The communications centre provided 24 hour access to the police using technology designed to provide a quality service. Phone calls were answered effectively and professionally in Welsh and English. **But** the way letters, emails and voicemails were answered was ineffective. When 20 test emails were sent to NPTs only 8 received a reply within 24 hours.

PLEDGE POINT 5

There was active monitoring of emergency calls and supervisors had to explain why any 999 call arrival time was missed. The force was achieving a 91.3% response to emergency calls within 20 minutes (target 90%) and officers did not feel pressured to meet response times ahead of safety considerations. **But** the force had set a single 20 minute response time for emergencies, which is contrary to their Pledge that agreed to a 15 minute urban response commitment. Callers were not routinely given an estimated time of arrival.

PLEDGE POINT 6

The single 101 Welsh non-emergency number provided an easy way to contact the force. Call handlers made good use of the ability to transfer calls to officers through their personal radios. Strict reviews by supervisors checked on how calls were managed. The force had plans to introduce a scheduled appointment system for members of the public, to be managed by supervisors through new Customer Service Units (CSUs). **But** call handling staff currently had no easy way to identify links between calls and community priorities. Individual decisions on when a caller is 'vulnerable' or 'upset' were made without any force-wide guidance. The control room took, on average, 45 seconds to answer non-emergency calls. This did not meet the force target of 35 seconds.

PLEDGE POINT 7

NPTs held a variety of public meetings, including surgeries, mobile police station visits and youth forums. The local press and radio were used to advertise these events. Mobile stations were used effectively in the many rural areas. Informal street briefings had helped to increase public involvement in policing and to decide what the neighbourhood priorities for policing were. **But** the quality and frequency of NPT meetings needed improvement, and the joint problem solving with partners to address local priorities was of variable quality. Some advertised meetings did not take place.

PLEDGE POINT 8

Interactive crime maps were available on the force website and this information was updated monthly. There were media officers in two of the four areas of the force who actively provided information to communities. **But** the way communities were updated in the rest of the force needed improvement. Limited consultation with the public asking what information they wanted had occurred and details about the action taken against offenders was not regularly provided.

PLEDGE POINT 9

The force adhered to the “Victims’ Code of Practice” and officers understood how to keep victims up to date with an investigation’s progress. When victims asked to be kept updated via email, this request was met by officers. **But** although all the victims the inspection team contacted expressed satisfaction with the service provided, victim care arrangements as outlined in the Pledge were not used.

PLEDGE POINT 10

The Professional Standards Department recorded complaints, which were then reviewed for the purpose of learning lessons to improve service to the public. Supervisors were encouraged to try to resolve dissatisfaction matters quickly and effectively. **But** there were no specific measures or database in place to record, track and respond to dissatisfaction issues within 24 hours. Detailed analysis of what caused the customer dissatisfaction did not take place.

WHAT THE FORCE WAS DOING TO IMPROVE ITS PERFORMANCE

As well as reporting on the force’s delivery of each Pledge standard, HMIC has also assessed and graded the efforts it was making to improve performance:

HMIC GRADING

Surveys and management meetings were being used to improve performance; public satisfaction and confidence data were taken into account.

FAIR

The force had identified deficiencies in its delivery of the Pledge and was taking action in those areas.

FAIR

Implementation was led by the force’s senior team, the Police Authority was involved, staff were being trained and the Pledge was communicated to staff and the public.

GOOD



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This publication is printed
on 50% recycled paper

The report is available in alternative languages and formats on request.

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