



Inspecting policing  
in the public interest



## **DELIVERING THE POLICING PLEDGE**

Warwickshire 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  
Warwickshire 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.

GOOD

### 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.

GOOD

### 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.

FAIR

### 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.

GOOD

### 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.

GOOD

### 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

The local policing plan published on the force website contained details of opening hours, contact details and accessibility. Checks found that stations were open during advertised times and an external telephone was available for callers to contact the police headquarters when the station was closed. Access to buildings catered for people with disabilities. **But** there had been no recent consultation with the public to set station opening hours.

### PLEDGE POINT 2

Warwickshire Police refer to Neighbourhood Policing Teams (NPTs) as Safer Neighbourhood Teams (SNTs). Members of the public spoken to during the inspection were complimentary about the visibility and accessibility of local officers and PCSOs. Information about safer neighbourhoods had been shared and, where the names of local officers were not known, the public were confident the information would be easily accessible. SNT details, including photographs and telephone contact details, are on the website and were displayed prominently inside police stations. **But** photographs of all SNT staff were not yet on the force website.

### PLEDGE POINT 3

Visibility levels for Police Community Support Officers (PCSOs) were good and the majority of staff spoken to stated that they were rarely removed away from their neighbourhood. Most attained 80% visibility. **But** a small number of officers were taken away from their area for a variety of reasons. SNTs were required to update their own webpages which reduced the time they had available to be visibly working in their neighbourhoods.

### PLEDGE POINT 4

The force was able to demonstrate that it responded to messages within 24 hours. **But** three out of the ten test calls we made to SNTs using numbers from their website were not dealt with according to the Pledge standards. 14 letters sent by us to SNTs found that the average response time was one week. The force was not able to respond at weekends to letters received at its headquarters.

### PLEDGE POINT 5

The force had adopted targets in excess of the national Pledge commitment, aiming to respond to calls for service in urban areas within 10 minutes and in rural areas in 20 minutes. Data collected locally for 2008/09 indicated that the performance was 86% in urban areas and 87% in rural areas. 999 and secondary call-answering times were displayed in the Communications Centre so that staff and managers had up-to-the-second data to assist in resource deployment decisions. Estimated Time of Arrival (ETAs) were given on most occasions. **But** although the force aimed to answer 90% of 999 calls within 10 seconds, current performance figures show that this target was not being met for the period January – March 2009 (82.7%).

### PLEDGE POINT 6

The management of non-emergency calls was found to be sufficient including the identification of incidents where attendance was required within 60 minutes, when the call related to a vulnerable or upset caller and calls that concerned a neighbourhood priority. **But** the appointments system was not fully embedded across the force and ETAs were not always given to callers.

### PLEDGE POINT 7

A variety of opportunities to meet the SNTs were detailed in the calendar section of the SNT websites and took place at least monthly. To improve partnership working, the force had redefined SNT boundaries so that they were the same as the electoral boundaries. This allowed the force to set local priorities jointly with partners and agree them at public meetings. **But** limited consultation had taken place with communities to inform the type and frequency of meetings.

### PLEDGE POINT 8

The force had a prominent role in the introduction of crime mapping nationally and local crime information was available via their website. A variety of methods were used to update communities on local crime and policing issues through newsletters, internet updates, Neighbourhood Watch bulletins, parish council notice boards, community forums and meetings. A section on each SNT website detailed local updates such as offences of interest and consequences for local offenders including notable arrests and prison sentences. **But** local priorities were not displayed prominently on the website in a standard format and plans to solve problems jointly with partners were not routinely communicated to the public.

### PLEDGE POINT 9

The force was committed to victim care and implementing the “Victims’ Code of Practice”, victims of crimes contacted reported very high satisfaction with the overall experience with one stating, ‘Police were absolutely fantastic’. **But** victim care arrangements were not effectively embedded across the force. Details of the method and frequency of updates required by victims were not recorded and reality testing by the inspection team confirmed that the victim’s requirements were not routinely discussed with them.

### PLEDGE POINT 10

Basic systems were in place to manage replies to dissatisfaction messages, although these did not operate at weekends. Dissatisfaction reported at police stations was initially delegated to the duty sergeant or inspector to resolve within 24 hours. **But** there were no active procedures in place to identify and capture dissatisfaction or instances where the force had failed to deliver the promises it has made to its communities through the Pledge.

## 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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