

Cumbria Police Authority

**23 March 2010
Agenda Item No 12
Part 1**

A Report by the Chief Constable

HMIC RE-INSPECTION OF THE POLICING PLEDGE AND POLICE REPORT CARD

BACKGROUND - POLICING PLEDGE

In order to assess implementation and compliance with the Policing Pledge, the HMIC completed an in depth inspection in August 2009. Disappointingly the outcome for the Constabulary was a 'Poor' grade overall with particular weaknesses in delivery of:

- Policing Pledge Point 7 – Letting members of the public know about meetings with us in their area
- Policing Pledge Point 10 - Putting things right if members of the public are dissatisfied.

In order to drive improvements a Policing Pledge Improvement Group was created to implement an improvement plan and ensure that the Constabulary would achieve an improved grade overall when re-inspected in February 2010. During the re-inspection, HMIC found that the Constabulary had improved its delivery of the Pledge and upgraded its overall rating from 'Poor' to 'Fair' – the maximum re-grade achievable.

POLICE REPORT CARD

The Police Report Card (formerly known as Rounded Assessment) is a new HMIC assessment tool, the aim of which is to provide members of the public with a robust assessment framework providing information about police performance on their terms.

The Police Report Card covers four domains. They are:

- Local Crime and Policing
- Protection from Serious Harm
- Value for Money and Productivity
- Confidence and Satisfaction

In 2009-10, the Local Crime and Policing, Protection from Serious Harm and Confidence and Satisfaction domains have been graded. The results are very good and are explained in the 'Details' section of this report. The Value for Money and Productivity domain will be assessed and graded during 2010.

RECOMMENDATIONS

Members are asked to note:

- The outcomes of the recent HMIC re-inspection of the Policing Pledge.
- The outcomes of the assessment of the Constabulary published in the Police Report Card.

DETAILS - POLICING PLEDGE

HMIC revisited Cumbria Constabulary in February 2010 to check progress in those areas where constabulary performance was weakest. These were:

- Policing Pledge Point 7 – Letting members of the public know about meetings with us in their area.
- Policing Pledge Point 10 - Putting things right if members of the public are dissatisfied.
- Specific Grading Criteria 3 - How well the Constabulary could identify and fix gaps in meeting its Pledge commitments.
- Specific Grading Criteria 4 - The strength of leadership on the Policing Pledge.

The original inspection grades (2009) and the revised grades (2010) are shown in the table below.

Reassessment Results February 2010:		
Policing Pledge Points	2009	2010
Pledge Point 7 Letting members of the public know about meetings with us in their area.	POOR	GOOD
Policing Pledge Point 10 Putting things right if members of the public are dissatisfied.	POOR	FAIR
Improving Performance		
How well the Constabulary could identify and fix gaps in meeting its Pledge commitments.	POOR	GOOD
The strength of leadership on the Policing Pledge.	FAIR	GOOD

In February 2010 HMIC found that:

- Monthly Safer and Stronger Community meetings are held throughout Cumbria. These ensure that the public are better consulted, have an opportunity to help set policing priorities and can receive updates on local policing. Local crime and policing information and the naming of offenders is now publicised through a range of media. However, the Constabulary needs to ensure that local policing information is kept up to date.
- All reports of dissatisfaction are now recorded and a new computer database is being rolled out, making it possible to analyse common problems and to improve the response to public reports of dissatisfaction. However, the response to initial reports of dissatisfaction remains inconsistent and can be slow.

- The Constabulary has taken swift and robust action to address identified shortfalls in performance by setting up a Policing Pledge Improvement Group and much progress is evident. However, the Constabulary and the Police Authority need to decide how current progress will be maintained so they can ensure that the Pledge is delivered consistently over the longer term.

The Policing Pledge Improvement Group has been dissolved and it is proposed that future delivery will be monitored and driven at a strategic level through the Confidence Board with a sub-group chaired by a BCU Commander. This sub group will ensure that any outstanding actions from the original action plan are completed and that current levels of performance are maintained. The Constabulary is now well positioned to continue improvement in providing a consistently good service and to aim for an overall good/excellent grade in the future.

The public facing report was published on the HMIC website on 2nd March 2010.

POLICE REPORT CARD

The assessment process started in March 2009 and included two visits from HMIC to complete specific activities in September 2009 with regard to major crime and January 2010 with regard to anti-social behaviour. The table below shows the grades that have been awarded to the Constabulary in the Police Report Card.

Domain	Grade
Local Crime and Policing	GOOD
Protection from Serious Harm	FAIR
Confidence and Satisfaction	GOOD

This assessment is very good. The report confirms that crime rates in the county are some of the lowest in the UK, that local police continue to see success in their performance and that the Constabulary enjoys above average rates of public confidence.

The report card highlights:

- What the Constabulary does well in neighbourhoods, for example: engaging with communities; working with partner agencies to tackle neighbourhood problems and improving road safety.
- How officers and staff have stepped up to the challenge of delivering the Policing Pledge to ensure that neighbourhood policing teams tackle the issues that matter most to local people.

The report card also acknowledges that the Constabulary now 'meets the standard' for investigating major crime as a result of the investments made to build the capability to tackle both neighbourhood issues and serious crime effectively.

The grades awarded mean that the Constabulary is up towards the top ten forces in the country. This represents sustained progress from a position where the amalgamation failed, to two 'Goods' and a 'Fair' for the Police Report Card.

The Police Report Card assessment was published on the HMIC website on 11th March 2010.

**Craig Mackey
Chief Constable**

25 March 2010

RACE EQUALITY/DIVERSITY AND HUMAN RIGHTS IMPLICATIONS:

The Policing Pledge includes a commitment to treating people fairly and with respect. The Authority's monitoring of equality, diversity and human rights is therefore a key part of its monitoring of the Pledge.

FINANCIAL/BEST VALUE IMPLICATIONS:

None.

STRATEGIC RISK IMPLICATIONS:

None.

Background papers:

Delivering the Policing Pledge Cumbria Constabulary Progress Check 2010
Police Report Card Cumbria Constabulary 2010.

NOT PROTECTIVELY MARKED

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