

Progress
Check 2010



Inspecting policing
in the public interest



DELIVERING THE POLICING PLEDGE

Sussex Police
January 2010

“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.

In May 2009, HMIC inspected Sussex Police to assess how well it was delivering these ten standards. It combined the results with assessments in three further areas (which looked at the effort the force had made to introduce the Pledge) to produce a final grade. The full report is available from the HMIC website (www.hmic.gov.uk).

Sussex Police was found to be FAIR overall, but with particular weakness in delivery of Pledge point 10.

HMIC revisited Sussex Police in January 2010 to check progress in this weak area. The details are shown on the next page.

Conclusion

HMIC has found that Sussex Police has made some progress in delivering Pledge point 10, but the force needs to improve and embed systems for receiving, recording and responding to public reports of dissatisfaction.

The overall grade for Sussex Police remains:

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

2009

2010

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.”

POOR

FAIR

In May 2009 the force was graded poor in this area.

In January 2010 HMIC found improved processes for receiving, recording and responding to public reports of dissatisfaction. The force has also developed an approach that is more open to such reports.

But these processes are very recent and the benefits have yet to be realised. In addition, the quality and speed of response to reports of dissatisfaction is inconsistent.

Sussex Police’s delivery of this Pledge point has been regraded as FAIR.

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

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This report is also available from the HMIC website:
www.hmic.gov.uk

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