

Progress  
Check 2010



Inspecting policing  
in the public interest



## **DELIVERING THE POLICING PLEDGE**

West Midlands 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 the summer of 2009 HMIC inspected West Midlands 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](http://www.hmic.gov.uk)).

West Midlands Police was found to be FAIR overall, but with particular weakness in delivery of Pledge point 3, which was graded as POOR.

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

## Conclusion

HMIC has found that while West Midlands Police is addressing the areas identified for improvement as part of a major change programme (due for implementation in April 2010), the force has not yet progressed sufficiently in its delivery of Pledge point 3.

The overall grade for West Midlands 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 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 are not taken away from your neighbourhood business more than is absolutely necessary. They will spend at least 80% of their time visibly working in your neighbourhood tackling your priorities. Staff turnover will be minimised.”**

POOR

POOR

In the summer of 2009 the force was graded poor in this area.

In January 2010 HMIC found that most staff remain on neighbourhood policing teams to provide consistency for the public, and that they have a good understanding of the issues in their areas.

**But** the amount of time teams spend visibly working in their neighbourhoods is still not consistently monitored. In addition, the force does not have a policy in place to make sure that staff are visible for 80% of their time, and not taken away from their neighbourhood to work elsewhere. Neighbourhood teams’ work to tackle local priorities is also being interrupted by the requirement to provide support to other units.

West Midland Police’s delivery of this Pledge point remains POOR.

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

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2 Monck Street  
London SW1P 2BQ

This report is also available from the HMIC website:  
[www.hmic.gov.uk](http://www.hmic.gov.uk)

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