



Inspecting policing  
in the public interest



## **DELIVERING THE POLICING PLEDGE**

Derbyshire Constabulary

# “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  
Derbyshire Constabulary 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.

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.

GOOD

### 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

Derbyshire Constabulary was the first force in the country to be awarded the Government's "customer service excellence" award in 2008. It also received the Royal National Institute for the Deaf's "Louder than Words" quality of service award. Both awards recognised the force's commitment to ensuring its services were accessible to everyone. Police stations were open during advertised times and the majority had facilities and information to help customers with disabilities and those whose first language was not English. **But** improvement was needed in the way new and emerging communities were engaged, building on the good work in Derby City division. The force decided when police stations should open, rather than consulting local communities to find out the public's preferences.

### PLEDGE POINT 2

Derbyshire Constabulary refer to Neighbourhood Policing Teams (NPTs) as Safer Neighbourhood Teams (SNTs). There was information about SNTs available on the force website, including photographs of, and contact details for, the local team and how to get involved with them. **But** some of the information was out of date or incomplete. Advertisement of teams in local communities was inconsistent. Some teams displayed posters in communities to advertise forthcoming engagements but others did not. When information was available in community venues some of it was out of date, did not contain details of forthcoming community meetings and details of priority issues were often missing.

### PLEDGE POINT 3

Staff turnover on SNTs was minimal and a high priority was attached to filling vacant posts, providing consistency and continuity for communities. Local data showed team members routinely spent more than 90% of their time visibly in their neighbourhoods, tackling local priorities. Some 460 personal data devices have been issued to frontline staff, mostly in SNTs. This was designed to help increase the amount of time spent by officers on patrol. **But** SNTs received limited help from other officers to deal with neighbourhood priorities.

### PLEDGE POINT 4

There were effective arrangements for responding to telephone and email messages within 24 hours. **But** arrangements for responding to letters needed improvement.

### PLEDGE POINT 5

In 2008/09, 96% of 999 calls were answered within ten seconds, exceeding the target of 90%. There was strong management of the way emergency calls were handled. **But** the force did not monitor the response times to emergency calls and did not know if it was meeting the commitment made to the communities. Estimated times of arrival were not given to callers.

### PLEDGE POINT 6

A high percentage of non-emergency calls – 93% – were answered within 40 seconds, exceeding its target of 90%. 94% of callers who had reported burglary dwelling, violent crime, vehicle crime, road traffic collisions and racist incidents were satisfied with the response to their call. Performance management arrangements for non-emergency call handling were good and procedures for identifying 'vulnerable' or 'distressed' callers were effective. Two of the four divisions provided a 48 hour response when required and this was being implemented in the other two divisions by autumn 2009. Staff had access to information that allowed them to resolve calls that did not relate directly to policing matters. **But** the force did not monitor its response times to neighbourhood priorities or to calls from people who were 'vulnerable' or 'upset'. Staff did not have enough detail about neighbourhood priorities for them to determine when a call needed a 'priority' response within 60 minutes. A predicted time of arrival was not given to callers.

## PLEDGE POINT 7

There were many opportunities for communities to meet their SNT regularly and influence the choice of local priorities; regular newsletters provided updates on what the team was doing. **But** the force did not undertake any consultation about the type, frequency or locations of neighbourhood meetings to determine what the public wanted. The force recognised the need to consider ways of improving the public's level of participation at meetings.

## PLEDGE POINT 8

Each SNT web page contained a link to its local crime mapping information as well as to information about any other neighbourhood covered by the five forces in the East Midlands. Regular newsletters were produced for all 103 Safer Neighbourhood Areas to report on the action taken to resolve neighbourhood priorities, providing details of forthcoming engagement opportunities and explaining how to contact each neighbourhood team. **But** information about action taken against offenders, how the force and its partners were making neighbourhoods safer, and information on how the force was performing, was not provided in a consistent or structured way.

## PLEDGE POINT 9

Once an offender is charged, the victims and witnesses are kept up to date through a joint Police and Crown Prosecution Service (CPS) unit. **But** victim care arrangements before an offender is charged were not in place across the force. Details of the method and frequency of updates required by victims were not recorded, and testing confirmed these issues were not routinely discussed with victims.

## PLEDGE POINT 10

Procedures for dealing with reports of dissatisfaction were improving, **but** procedures for acknowledging dissatisfaction within 24 hours were not effective. The force needed to do more to improve quality of service by showing a clearer understanding of what had made customers feel dissatisfied and to learn lessons from these incidents. It also needed to look at more effective ways of recording when Pledge commitments were not fulfilled.

## 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.

FAIR



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

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