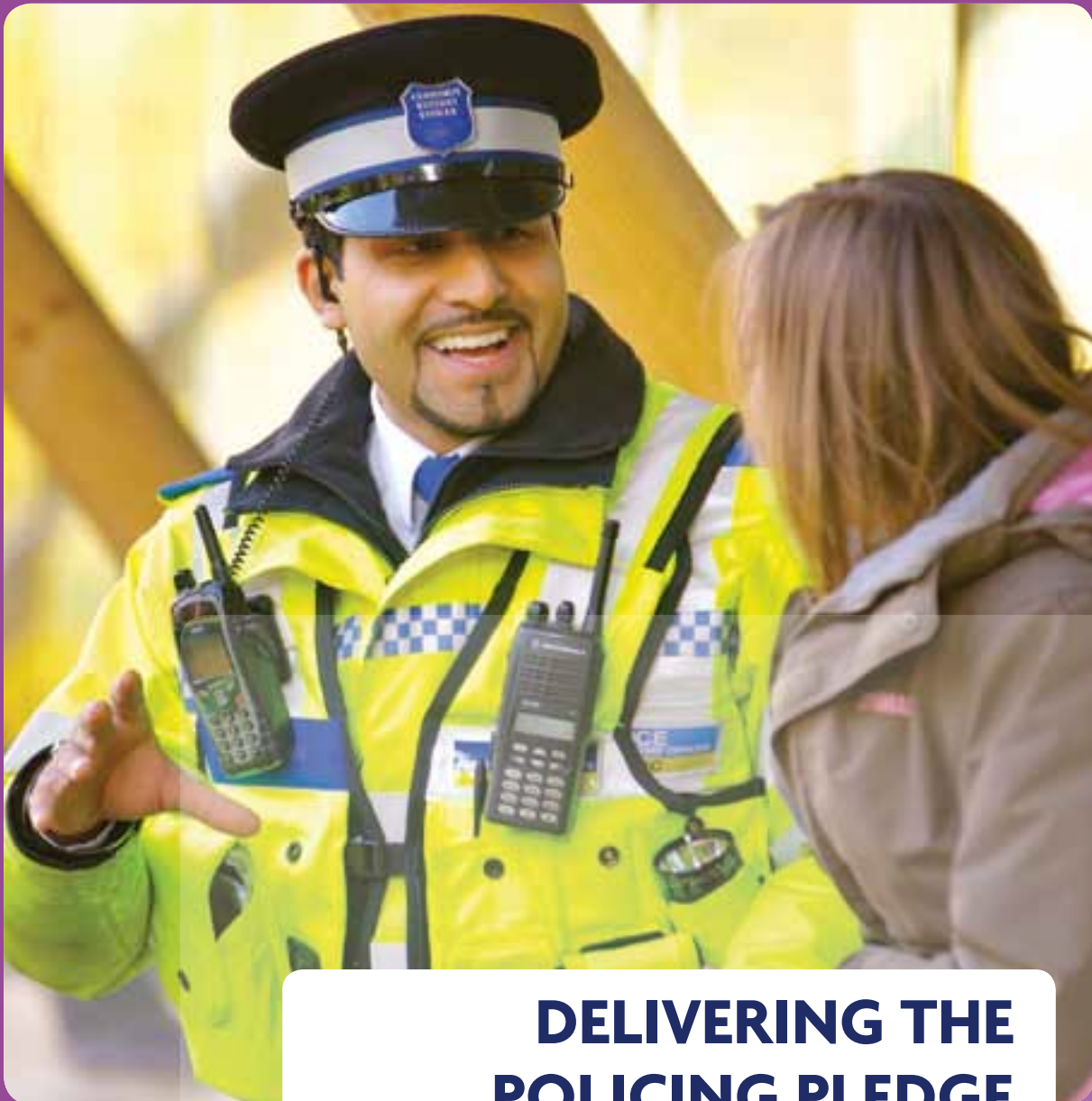


Progress
Check 2010



Inspecting policing
in the public interest



DELIVERING THE POLICING PLEDGE

Hertfordshire Constabulary
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 Hertfordshire Constabulary to assess how well it was delivering these ten standards. It combined the results with three further assessments (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).

Hertfordshire Constabulary was found to be FAIR overall, but with particular weakness around Pledge Point 7, which was graded as POOR.

HMIC revisited Hertfordshire Constabulary in January 2010 to check progress in this weak area; and the details are shown on the next page.

Conclusion

HMIC has found that the Hertfordshire Constabulary has not shown sufficient improvement in delivering Pledge Point 7. The force needs to improve the consistency and frequency of public meetings for local communities; and the grade therefore remains POOR in this area.

The overall grade for Hertfordshire Constabulary 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 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.”

POOR

POOR

In May 2009 the force was graded poor.

In January 2010 HMIC found that the force has improved the consistency of the information on meetings on its website, and is carrying out a survey to find out what the public want in the way of local meetings.

But there is still inconsistency in how public meetings are advertised more widely. In addition, reality testing found instances where the police failed to attend advertised meetings; and there is no clear, common strategy across the county for local communities to meet together with their police to set and review neighbourhood priorities – a key commitment of the Policing Pledge.

Hertfordshire Constabulary's delivery of this Pledge point remains POOR.

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

Her Majesty's Inspectorate of Constabulary
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2 Monck Street
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This report is also available from the HMIC website:
www.hmic.gov.uk

Published in February 2010

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ISBN: 978-1-84987-170-9

Ref: 300820