



Inspecting policing  
in the public interest



## **DELIVERING THE POLICING PLEDGE**

Humberside Police

# “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  
Humberside Police is:

**GOOD**

## 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.

GOOD

### 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.

FAIR

### 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.

GOOD

### 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.

GOOD

### 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.

GOOD

### 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

Staff were sensitive to the needs of the public. The Pledge had been translated into those languages commonly used by local communities. Police station opening times were set according to the times requested by the local community. Access to some police stations had been improved in some places. How well the public were treated was regularly checked using surveys and members of the community acting as “mystery shoppers”. The force had shared the learning from this with all staff. **But** further refurbishment in some police stations is to be carried out when funding was available.

### PLEDGE POINT 2

The force had launched a major media campaign, which included TV and radio, to provide information about the Policing Pledge and its commitment to it. Additionally, the photographs, names and contact details of Neighbourhood Policing Teams (NPTs) were displayed on their website and on posters in the foyers of police stations.

### PLEDGE POINT 3

The force ensured that NPTs were not taken away from NPT duties for other work. The target of 80% visibility in local communities had been met. NPTs regularly consulted the community to decide on their priorities so that they could be tackled.

### PLEDGE POINT 4

In the vast majority of cases callers were either put through to the person they needed to speak to if they were on duty or an email was sent to the NPT area, who then contacted callers within 24 hours. **But**, on occasion, this did not happen, particularly over the weekend.

### PLEDGE POINT 5

All 999 calls were responded to safely within time limits. Performance levels put this force among the top three forces in England and Wales. Callers were provided with an estimated time of arrival (ETA). Supervisors constantly reviewed performance to maintain and improve service levels.

### PLEDGE POINT 6

Staff were trained to recognise and respond to ‘vulnerable’ or ‘upset’ callers’ needs. They also had information on neighbourhood priorities and non-police services. An appointment system was available that enabled callers to see the police at a time that was convenient to them. Again, ETAs were given and the force responded safely to local priorities. **But** staff did not have access to some of the information available on neighbourhood priorities although the gap was minor.

### PLEDGE POINT 7

A wide range of opportunities were available for the public to meet the local police, including in the street, in shops, at schools and at monthly/regular meetings scheduled by the police and the Local Authority. Contact and meeting details were available on the force website and innovations such as using the town crier to announce street briefings and advertising at local cinemas were also being used. At these meetings local priorities were discussed and updated and communities were able to hold the police to account for dealing with those priorities.

### PLEDGE POINT 8

Regular updates on local crime and policing issues were provided to the public. **But** the force needed to encourage local partners to provide more support to police in delivering the Policing Pledge. The force needed to find better ways of updating the community about offenders. Crime maps were not available, and information about what happened to offenders was not given to the public.

### PLEDGE POINT 9

Victims were informed of the progress of their case on a regular basis and most of the sample group interviewed were positive about their experience. A project to increase the level of service to victims had started in the East Riding Division. **But** the force needs to agree with victims when and how often they should be updated.

### PLEDGE POINT 10

Reports of dissatisfaction were responded to within 24 hours most of the time and the concerns were dealt with as soon as possible. The force was reviewing its guidelines to ensure that all dissatisfaction was answered within 24 hours. **But** the force had no clear guidelines to establish who was responsible for dealing with dissatisfaction, who was responsible for improving the service, and who should learn lessons from these cases.

## 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.

GOOD

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.

GOOD



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

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