



Inspecting policing
in the public interest



DELIVERING THE POLICING PLEDGE

Surrey 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
Surrey 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.

FAIR

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.

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:

GOOD

- 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.

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.

GOOD

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.

GOOD

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

Public enquiry offices presented a positive image and counter staff were polite and helpful. Measures were in place to predict and meet callers' needs and demand. Unpaid volunteers supported the counter service. Public facing facilities (counters, patrols, telephony and web), had been adapted to assist the diverse needs of customers. **But** systems were not fully in place to assess and address dissatisfaction with service and poor staff performance including incivility.

PLEDGE POINT 2

Local newsletters were delivered to all residents twice a year. The content was informed by independent research where local people were asked what they wanted to be included. Newsletters and web pages were easy to use, up to date and contained information on local crime trends and matters of interest. They identified Neighbourhood Policing Team (NPT) staff and enabled members of the public to make contact with them by email, telephone or by letter. Community involvement activities including the "Special Constabulary, Neighbourhood and Country Watch", "Active Citizen" programme and front counter volunteers were evident.

PLEDGE POINT 3

NPTs spent 95% of their duty time visibly working within their community. NPT staff remained in post for a minimum period of 2 years helping to ensure continuity for the community. Staff visibility and continuity were issues positively commented upon by community members and officials.

PLEDGE POINT 4

NPTs were easily contacted through the single non-emergency number, which was widely advertised, or via the neighbourhood specific web page. Where messages were sent to NPT staff and supervisors, acknowledgements were universally provided within 24 hours. Strong default systems were in place to cover absent staff in all departments and areas. Effective and auditable systems were in place to make caller convenient scheduled appointments at the first point of contact.

PLEDGE POINT 5

Call handlers picked up emergency 999 calls promptly with 90% being answered within 10 seconds, **but** getting police to the scene of emergencies was more challenging with below 80% attended within the 15 minute target. Callers were not routinely given an estimated time of arrival, although call handlers generally stayed on the line to provide reassurance until help arrived.

PLEDGE POINT 6

Convenient appointments were scheduled with callers at the first point of contact and over 75% were attended to within the allotted two hour time slot. Locally agreed priorities were kept up to date and were easily identified by call handlers and were responded to within 60 minutes. 'Vulnerable' and 'upset' callers received a sympathetic, reassuring and often enhanced response, **but** only 75% of non-emergency calls were answered within 60 seconds.

PLEDGE POINT 7

All 106 NPTs held meetings on at least a monthly basis, including surgeries, formal meetings or “street-a-week” campaigns. These were advertised on the website, within the local press, leaflets delivered door to door, posters, pupil take home letters and through other forums, e.g. parish council newsletters. Meetings were professionally conducted. Locally agreed priorities were updated and published on the website within 24 hours.

PLEDGE POINT 8

Web pages were regularly updated and included crime trends, crimes of interest, crime prevention advice, force performance, information on what happened to offenders and local partnership activities. Crime maps were also available. Community meetings were provided with additional information to assist in the formation of priorities. Six monthly local newsletters were delivered to residents.

PLEDGE POINT 9

Victims of crime spoken to by HMIC received regular and timely updates on the progress of their crime investigation. They commented that police were helpful, responsive and reassuring. They had been asked how often they would wish to be contacted and by what means. They had been advised of prosecution and bail decisions and had been supported throughout court trial processes. **But** a minority stated that contact was poor and that they had not been advised of progress.

PLEDGE POINT 10

Members of the public dissatisfied with the service were able to log concerns via the website, at station enquiry counters, by telephone or by letter. An initial response or acknowledgement was generally provided within 24 hours. **But** a minority of dissatisfied customers contacted by HMIC reported that their complaints had not been addressed, that they had not been provided with a point of contact or that they had not received an initial acknowledgement within 24 hours.

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
on 50% recycled paper

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

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