



Inspecting policing
in the public interest



DELIVERING THE POLICING PLEDGE

West Yorkshire 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
West Yorkshire Police 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.

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.

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.

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.

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

Enquiry counters were easily accessible to the public and visitors with disabilities were provided for; for example, information was available in Braille. A range of information was available in languages other than English. Staff were courteous and had received customer service training. In cases where enquiry desks were not permanently staffed, contact could be made with the police with a free telephone. The public were consulted about what improvements they wanted to see in their police stations, and there were plans to improve public access facilities and building locations. **But** the force needed to meet local demand for longer opening hours, which they could provide by using volunteers in front offices.

PLEDGE POINT 2

Clear information about Neighbourhood Policing Teams (NPTs) and how to contact them were available through websites, newsletters, local information packs and posters displayed in key locations. Times, dates and locations of meetings were readily available. Minutes of meetings recorded local priorities that mattered to the public, and these issues were being dealt with satisfactorily. Information and advice was available in a wide range of languages following public consultation, as well as through social networking sites.

PLEDGE POINT 3

Staff were committed to delivering improvements in their area and involved partners, such as local authorities, to help make these improvements. Local needs were considered when planning NPT duties. Time that the team spent away from their communities was kept to a minimum and the force had ensured there were enough staff members in each neighbourhood. Monitoring of visibility indicated more time was being spent in neighbourhoods and there were plans being made to increase this time even more. The force was also considering how it could make other staff, as well as the NPT, more visible in the community.

PLEDGE POINT 4

Each team area had their own telephone lines, email addresses and enquiry desks covering their own area. Telephone calls, voicemail and email were responded to within 24 hours. In higher demand areas, this was achieved with the help of administrative support. **But** inspection checks found a small number of telephone calls and email messages were not responded to within time limits. The force was planning to provide new training and guidance about the handling of calls, messages and emails, and the administrative support that would be set up to improve the efficiency of response.

PLEDGE POINT 5

Performance for answering 999 calls within 10 seconds was just below target as call handlers concentrated on the quality of contact, not just speed to answer. Response times were, in 92.5% of cases, within 15 minutes. Operators had access to officer and vehicle location systems and were able to set an arrival time that was acceptable to the caller. The customer services desk called customers when a response failed to meet an agreed time. **But** improvements needed to be made so that community needs were considered when planning shifts of communications staff.

PLEDGE POINT 6

Non-emergency calls were answered just below target; in 81.6% of cases, calls were picked up within 10 seconds. Staff had been trained to identify when callers were 'vulnerable', and handlers were provided with information about local problems and priorities. Partners, such as the local authorities, provided a response to non-policing issues. **But** the time it took for officers to arrive, and the type of response that callers were given by phone operators varied, and there were plans to look at how improvements could be made.

PLEDGE POINT 7

There were many opportunities for the public to meet NPTs. The force, Police Authority and partners were looking at combined meetings to improve confidence in policing. Meetings to decide on community needs were widely advertised in many ways. Working with individual groups in the community, such as Independent Advisory Groups, the force extended their reach and contact with the wider community.

PLEDGE POINT 8

A broad range of information was available on websites and in print. This information included the actions taken on agreed priorities and what concerns had come up between meetings. Crime mapping was available on the website and was provided in hard copy to key locations on a monthly basis. The force was working with other agencies, such as the local authorities, to find out how the public wanted to receive updates.

But some information was out of date and no longer reflected the information discussed at meetings.

PLEDGE POINT 9

Guidance stated that in all cases, crime victims, including those who were 'vulnerable' and 'intimidated', were looked after by the force. Specialist victim support was provided in those cases where it was necessary. Crime victims were asked for feedback in order to improve the quality of service. A small sample of victims interviewed reported high levels of satisfaction with the quality of services provided. **But** the force was in talks with Local Criminal Justice Boards partners to make sure that the victim was supported from start to finish, in line with the Government's "Justice Seen, Justice Done" guidelines.

PLEDGE POINT 10

The force was considering collecting all reports of dissatisfaction to help identify areas that needed improvement. Dissatisfaction is well managed and formal complaints received responses. **But** checks with a small number of complainants who had written to the force said that they had received formal letters as a response, and the lack of personal contact with a member of police staff had left them dissatisfied with the process, although not necessarily the outcome, of their complaint.

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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