



Inspecting policing
in the public interest



DELIVERING THE POLICING PLEDGE

Lincolnshire 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
Lincolnshire 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.

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.

FAIR

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.

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

Police stations were accessible to visitors with disabilities and a telephone-based interpreting service was also available. Policing Pledge leaflets and other useful information were available in the 5 most common languages in Lincolnshire, helping customers for whom English was not their first language. The public were asked, and will continue to be asked, what services they wanted to receive at front counters. **But** new and emerging communities were not asked about their needs. Police station opening times were decided on by the force, not the public. There were no checks by the force to make sure that police stations were open during advertised hours.

PLEDGE POINT 2

Neighbourhood Policing Team (NPT) pages on the force website contained details of team members, where they were based and how to contact them. Websites also listed ways that communities could become involved with their NPTs. **But** posters were not displayed in busy places, such as supermarkets. Members of the public without internet access would have found it hard to easily identify and contact their NPT.

PLEDGE POINT 3

NPT staff generally stayed in their posts for over two years. This provided consistency and continuity for local communities. Team members often spent more than 80% of their time visibly working in their neighbourhoods, tackling local priorities. Personal data assistants (PDAs) helped NPTs so they could spend more time on patrol and visible in their communities. Since September 2009, life-sized cardboard pictures of team members were displayed in key community locations. The use of the Facebook social networking site had, in some areas, encouraged more contact with local communities; particularly young people. **But** NPTs received limited help from other officers when tackling neighbourhood priorities. Some neighbourhood teams received little supervision.

PLEDGE POINT 4

Emails and letters were quickly answered. **But** recently introduced arrangements for responding to phone messages were still bedding in.

PLEDGE POINT 5

91% of 999 calls were answered within the 10 second target in 2008/09. **But** records showing how quickly and safely the force responded to emergencies were unreliable and were being improved. Estimated times of arrival were not given to callers.

PLEDGE POINT 6

92% of non-emergency calls were answered within the 30 second target in 2008/09. Control room staff were trained to recognise 'vulnerable' or 'upset' callers needs, and could also check what local priorities were. **But** the way the force measured how quickly and safely non-emergency calls were responded to was unreliable. Procedures for responding within 48 hours were not effective. Information about local priorities was often not detailed enough. This meant that staff could not always recognise whether a call related to a community priority. Estimated times of arrival were not given to callers.

PLEDGE POINT 7

A wide range of opportunities existed for people to meet their NPTs on a regular basis. Details of meetings were available on the force website and in local police stations. **But** advertising of community meetings varied across the force. The involvement of local communities in deciding priorities also varied across the force.

PLEDGE POINT 8

Each NPT web page contained a link to local crime mapping information that was up to date. The web page also listed information about all the other neighbourhoods covered by the five forces in the East Midlands. Because of the low level of internet access in Lincolnshire, the force had recently undertaken public consultation to find out how they would like to hear about policing in their local area. Results of the survey were going to be available by the end of December 2009. **But** the information about NPTs was patchy across the county. Regular newsletters were being published since September 2009 to try and spread up to date information. Information about action taken against offenders, how the force and its partners were making neighbourhoods safer, and how the force was performing, was not regularly provided.

PLEDGE POINT 9

Victim care arrangements were in place for the following crimes; assaults, burglary, vehicle crime, robbery, hate crimes and for all crimes once an offender had been charged. **But** victim care was not in place for victims of other crimes. Details of how crime victims wanted to be updated, and how often, were not recorded. Inspection checks found that victims were not routinely asked how they wanted to receive updates about their case.

PLEDGE POINT 10

The way dissatisfaction was handled and the way the force kept records of its failure to deliver Pledge commitments was improving. **But** the way dissatisfaction was recorded needed improvement and the force needed to look more closely at what had caused the customer dissatisfaction in the first place.

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



50% recycled
This publication is printed
on 50% recycled paper

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

Her Majesty's Inspectorate of Constabulary
Ashley House
2 Monck Street
London SW1P 2BQ

This report is also available from the HMIC website
<http://inspectors.justice.gov.uk/hmic>

Published in October 2009.

Printed by the Central Office of Information.

© Crown copyright 2009

ISBN: 978-1-84987-004-7

Ref: 297705