



Inspecting policing  
in the public interest



## **DELIVERING THE POLICING PLEDGE**

Suffolk 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 July 2009 HMIC inspected Suffolk Constabulary to assess how well it was delivering these ten standards. It combined the results with assessments in three further areas (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](http://www.hmic.gov.uk)).

Suffolk Constabulary was found to be POOR overall, with particular weaknesses in delivery of Pledge points 8 and 10.

HMIC revisited Suffolk Constabulary in January 2010 to check progress in these weak areas. It also re-examined two of the three further areas: how well the force could identify (and fix) gaps in meeting their Pledge commitments, and the strength of leadership on the Pledge. The details are shown on the next page.

## Conclusion

HMIC has found that Suffolk Constabulary has improved its delivery of Pledge points 8 and 10. In addition, much progress has been made in identifying areas where more work is needed to fulfil their Pledge commitments; this is driven by the strong leadership of chief officers, the police authority and senior managers. HMIC also considers that further improvements are highly likely.

The overall grade for Suffolk Constabulary has therefore been regraded, and is now:

**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 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.”**

In July 2009 the force was graded poor in this area.

In January 2010 HMIC found that local crime and policing information is given out widely at meetings, in newsletters and through local media, and that this is welcomed by the public.

**But** while there is comprehensive information about offenders on the website, more could be done to make this relevant to local people.

Suffolk Constabulary’s delivery of this Pledge point has been regraded as GOOD.

POOR

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.”**

In July 2009 the force was graded poor in this area.

In January 2010 HMIC found that that all reports of dissatisfaction are being recorded on a new, force-wide computer database, which allows the force to analyse common problems. The force can also reply to complaints received via the website over the weekend.

**But** these systems are new, and the benefits have yet to be fully realised.

Suffolk Constabulary’s delivery of this Pledge point has been regraded as FAIR.

POOR

FAIR

## WHAT THE FORCE WAS DOING TO IMPROVE ITS PERFORMANCE

## HMIC GRADING

2009

2010

**“The force had identified gaps in its delivery of the Pledge and was taking action in those areas.”**

In July 2009 the force was graded fair in this area.

In January 2010 HMIC found that the force has addressed gaps in delivery of the Pledge, with good progress made. Although there is still work to be done, the force continues to make improvements.

Suffolk Constabulary’s delivery in this area has been regraded as GOOD.

FAIR

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 public.”**

In July 2009 the force was graded fair in this area.

In January 2010 HMIC found that a senior police officer is now in charge of improvements; advice has also been sought from the National Policing Improvement Agency. A task force, which includes members of the police authority, monitors progress of delivery and conducts internal inspections of neighbourhood teams. In addition, training and development of staff is more focused on delivering the Pledge.

Suffolk Constabulary’s delivery in this area has been regraded as GOOD.

FAIR

GOOD

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:  
[www.hmic.gov.uk](http://www.hmic.gov.uk)

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