



Inspecting policing
in the public interest



DELIVERING THE POLICING PLEDGE

Wiltshire 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
Wiltshire 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.

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.

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.

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.

GOOD

SUMMARY OF FINDINGS

PLEDGE POINT 1

The ethos of customer service was embedded across the force. Reports of incivility and rudeness were dealt with locally or by the force's Professional Standards Department (PSD) and learning points gleaned. Following consultation some police stations had been re-opened to the public. **But** customer access requirements were still improving. Police enquiry office staff managed reports of incidents and dissatisfaction to differing standards.

PLEDGE POINT 2

The Neighbourhood Policing Teams (NPTs) had good links with their communities and their details were easily accessible from the website, community magazines, direct mailing and libraries. The Police Authority routinely tested community engagement methods. **But** NPTs could be publicised more widely to raise their profile further and advertise how they work with local communities.

PLEDGE POINT 3

Police officers and Police Community Safety Officers (PCSOs) spent more than 80% of their time working in their neighbourhoods. New recruits to NPTs were required to serve a minimum of 2 years in their neighbourhood teams. Any team member away for more than 28 days was replaced. Local patrol strategies were used to address community priorities.

PLEDGE POINT 4

Most messages were responded to within 24 hours. Each NPT had a shared email address which was reviewed twice daily and audited monthly. Each division had a Customer Relations Manager who undertook customer dip sampling to check timeliness and quality. Correspondence was closely tracked to ensure it was dealt with. **But** not all messages were responded to within 24 hours as the force did not have a system to ensure ownership of calls and messages, particularly when officers or PCSOs were not on duty.

PLEDGE POINT 5

For the three months April to June 2009 the force reported that 98% of emergency calls were answered within 10 seconds and 89.7% of emergencies were attended within the target time. Additional customer care training has been given to call handlers. **But** performance in 2008/09 showed only 86.6% were answered within 10 seconds and 83.1% of emergencies were attended within 15 minutes against a target of 85%. Estimated times of arrival (ETAs) for police attendance were not given to callers.

PLEDGE POINT 6

The force monitored some service levels continuously which enabled it to take immediate remedial action if service levels dropped. Call handlers had been trained to identify vulnerable or upset callers. Calls about neighbourhood priorities could be identified by call handlers and patrols had been attending these calls within 60 minutes over the last 12 months. An effective appointments system was in place. **But** the local target to answer 95% of non-emergency calls within 30 seconds was not met in 2008/09.

PLEDGE POINT 7

There were opportunities for most communities to meet NPTs through monthly meetings and other means such as surgeries, “Bobby-Van” and “Blues & Zues” youth events. **But** the force was taking steps to improve consultation and engagement with communities. On occasions meetings had been cancelled without notice and websites were not always up to date.

PLEDGE POINT 8

The force had implemented the national crime mapping system onto its website so that crime maps were available. The force’s newsletter had been improved in consultation with the community. Action taken to address NPT priorities was shared and discussed at community meetings. **But** police enquiry offices did not have crime performance data or information on what happened to offenders available to the public.

PLEDGE POINT 9

The force was using the “keeping you informed” initiative to update victims. Witness care officers completed needs assessments for victims and witnesses. Victims were consulted about the frequency and the means by which they should be kept updated. **But** auditing of crime reports showed that victims were not always updated as agreed. Supervisors were not always aware that this had happened.

PLEDGE POINT 10

The force had developed an IT product to record satisfaction and dissatisfaction. Many systems were in place to deal with messages, one of which was checked at least twice daily and subject to regular audit. Correspondence with dissatisfied customers was tightly managed at a local and force level. **But** not all staff were confident in using the IT application and there was a need to search for solutions to improve the service rather than who was to blame.

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

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