

Community Safety Overview and Scrutiny Committee

November 2010

North Yorkshire Police Policing Pledge

District Performance Report – 2nd Quarter

Summary

1. This report provides update performance information on the North Yorkshire Police Policing Pledge local performance indicators and the Safer Neighbourhood Team Priority Settings.

The Policing Pledge

2. The Policing Pledge is a set of promises to the public that not only commits North Yorkshire Police to giving you information about your local Safer Neighbourhood Policing team but also ensures that the public will be better informed about policing issues and have a stronger voice in influencing local policing priorities. Introduced in December 2008, the Pledge is part of national programme of reform to increase public confidence in how local crime and disorder are tackled and justice is delivered.
3. The Policing Pledge sets ten areas of service standards including basic things such as answering calls promptly to how local people can have a say over how their neighbourhood is policed. It is envisaged this will improve community confidence and community engagement in local service delivery. The standards that make up the Policing pledge are:
 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.
 2. Provide you with information so you know who your dedicated Safer Neighbourhood Policing Team is, where they are based, how to contact them and how to work with them.
 3. Ensure your Safer 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 your team are not taken away from neighbourhood business more than is absolutely necessary. They will spend at least 80% of their time visibly working in your neighbourhood, tackling your priorities. Staff turnover will be minimised.
 4. Respond to every message directed to your Safer Neighbourhood Policing Team within 24 hours and, where necessary, provide a more detailed response as soon as we can.
 5. Aim to answer 999 calls within 10 seconds, deploying to emergencies immediately giving an estimated time of arrival, 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.

6. Answer all non-emergency calls promptly. If attendance is needed, send a patrol giving you an estimated time of arrival, and:
 - i. If you are vulnerable or upset aim to be with you within 60 minutes.
 - ii. 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.
 - iii. Alternatively, if appropriate, we will make an appointment to see you at a time that fits in with your life and within 48 hours.
 - iv. 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.
 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.
 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.
 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.
 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.
4. **Performance Indicators** - The overview and highlight report based on the current outturns is shown at Appendix A. In a few cases, meaningful performance indicators are not available - this is recognised and is being worked on by North Yorkshire Police. Most of the policing pledges are monitored through local surveys, principally the Police user satisfaction and public attitude surveys. Both of these surveys are contracted by the Police to be carried out by independent (external) organisations. Survey methodologies are:
- User Satisfaction -
- Frequency - Monthly survey carried out over the telephone to victims of burglary crime, vehicle crime, violent crime, racist incidents

- Sample size - an annual target of 1976 respondents across the force area, which breaks down to 166 per month.

Public Attitude survey -

- Frequency - continuous surveying (telephone)
- Sample - 600 respondents per district per year, which breaks down to 50 per district per month, and totals 4,800 per year for the force.

Safer Neighbourhood Teams Priority Settings

5. As part of the Policing Pledge and the national agenda for Safer Neighbourhoods, every quarter the Safer Neighbourhood Teams identify three key policing priorities for an inspector led area, this is done in consultation with the local community.
6. North Yorkshire Safer Neighbourhood Teams must to target community safety issues that matter most to the public and focus resources to ensure positive community outcomes. Safer Neighbourhood Priority settings identify concerns raised by the residents in the area, enabling local consultation to influence policing when tackling local issues. Issues that are not resolved within the quartile time span are subsequently rolled forward to the next quartile until successfully actioned – see current Safer Neighbourhood Priorities at Appendix B.

Recommendations

7. Members are invited to note the report and:
 - i. comment on NYP performance;
 - ii. comment on the Safer Neighbourhood Teams priorities, past and present that have been set for York.

Report Produced By:

Ian Wolstenholme
Local Accountability and Scrutiny Officer
North Yorkshire Police Authority
01765 641070

Appendix A – North Yorkshire Police Force Policing Pledge & York District Performance Report/Crime Statistics – 2nd Quarter (July– Sept 10)

Appendix B – Safer Neighbourhood Priorities