

North Yorkshire Police Force Policing Pledge - Performance Monitoring Report

Summary

1. This report provides information on North Yorkshire Police Force Policing Pledge performance for the Force as a whole, and specifically for the City of York.

Background

2. The Policing Pledge is a set of promises to the public that not only commits North Yorkshire Police to giving information about our local Safer Neighbourhood Policing Teams but also ensures that the public are better informed about policing issues and have a stronger voice in influencing local policing priorities. Introduced in December 2008, the Pledge is part of a national programme of reform to increase public confidence in how local crime and disorder are tackled and justice is delivered.

Consultation

3. To fulfil its' role as the Council's Crime and Disorder Committee this committee has agreed to review Police performance regarding the Policing Pledge. As a North Yorkshire Police Authority member, Cllr Orrell will support the Committee as an expert advisor for this item and Ian Wolstenholme (Local Accountability and Scrutiny Officer for the Police Authority) will also be at this meeting to support Cllr Orrell.

North Yorkshire Police Force Policing Pledge

4. 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.
5. When reporting on performance, North Yorkshire Police use a traffic light system to indicate levels of performance.

Pledge	Service Standard
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	<p>Answer all non-emergency calls promptly. If attendance is needed, send a patrol giving you an estimated time of arrival, and:</p> <ul style="list-style-type: none"> 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

6. In regard to the Force as a whole, the performance indicators against each of the 10 pledges for the previous quarter are shown at Annex A.
7. Annex B contains the performance indicators against each of the 10 pledges for the previous quarter for the City of York.
8. 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. The 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.

Analysis

9. The following is an overall summary of the 4th Quarter performance for the city and the Force as a whole. It only compares those areas where there is a direct comparison for the Force and York and in a few cases, meaningful performance indicators are not available - this is recognised and is being worked on by North Yorkshire Police.

Pledge	York Quarter 3 (Dec 09)	York Quarter 4 (mar 10)	Force Quarter 4 (mar 10)
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Options

10. Superintendent Winward, the Safer Neighbourhood Commander for York will be present at this meeting. Having considered the results for York and compared them against the Force-wide results, Members may wish to discuss with the Superintendent, any issues identified.

Corporate Priorities

11. The scrutiny of crime & disorder issues supports the council's corporate priority to make York a 'Safer City' with low crime rates and high opinions of the city's safety record.

Implications

12. **Crime & Disorder** – The Council has a duty to fulfil the requirements of the Police and Justice Act 2006 in regard to scrutinising crime & disorder issues. The regulations state that "A crime and disorder committee shall meet to review or scrutinise decisions made, or other action taken, in connection with the discharge by the responsible authorities of their crime and disorder functions, as the committee considers appropriate but no less than once in every twelve months". The responsible authorities are the partners that make up the Safer York Partnership (the local crime and disorder reduction partnership – CDRP).
13. There are no known Financial, HR, Equalities, Legal, IT, Property or other implications associated with the recommendation in this report.

Risk Management

14. There are no known risks, associated with the recommendation in this report.

Recommendations

15. Members are asked to note the information within this report and identify any relevant crime & disorder issues they would like further information on and/or any possible crime and disorder related topics for scrutiny review.

Reason: To fulfil the requirements of the Police and Justice Act 2006 in regard to scrutinising crime & disorder issues

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Report Approved



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Specialist Implications Officer(s) None

Wards Affected:

All



For further information please contact the author of the report

Background Papers: None

Annexes:

Annex A – 1st Qtr Performance Indicators for North Yorkshire Police Force-wide

Annex B – 1st Qtr Performance Indicators for North Yorkshire Police in York