

Progress  
Check 2010



Inspecting policing  
in the public interest



## **DELIVERING THE POLICING PLEDGE**

Cambridgeshire 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 May 2009, HMIC inspected Cambridgeshire 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)).

Cambridgeshire Constabulary was found to be **FAIR** overall, but with particular weakness in two areas: how well the force could identify (and fix) gaps in meeting its Pledge commitments; and the strength of leadership on the Pledge.

HMIC revisited Cambridgeshire Constabulary in January 2010 to check progress in these weak areas; and the details are shown on the next page.

## Conclusion

HMIC has found that Cambridgeshire Constabulary has improved the way it identifies and addresses gaps in meeting its Pledge commitments. In addition, stronger leadership by senior managers and the police authority has led to better co-ordination in delivering the Pledge to local communities.

The overall grade for Cambridgeshire Constabulary remains:

**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.

## 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.”**

FAIR

GOOD

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

In January 2010 the deficiencies identified in Cambridgeshire Constabulary’s delivery of the Pledge were found to have been significantly addressed, with much progress made. The force is continuing to make further improvements and to increase public confidence in the police.

**But** some gaps remain, eg while customers are now routinely given an estimated time of arrival of patrols, response times are not always met.

Cambridgeshire Constabulary’s delivery in this area has been regraded as 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.”**

FAIR

GOOD

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

In January 2010 the ‘Putting People First’ programme has been improved to better reflect the promises made in the Policing Pledge. The police authority is now more active in checking the force is keeping the promises made in the Pledge.

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

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

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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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