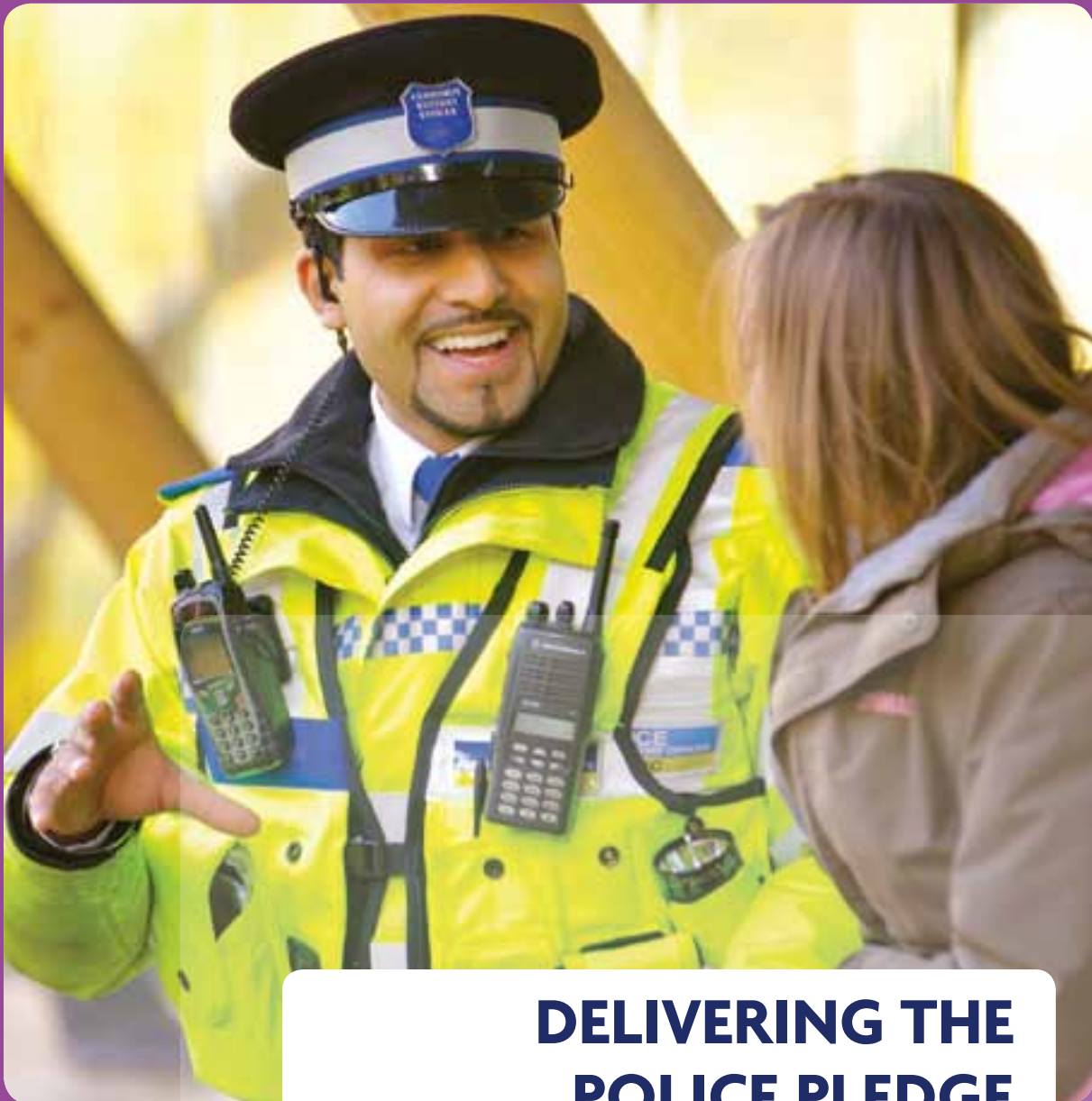




Inspecting policing
in the public interest



DELIVERING THE POLICE PLEDGE

City of London Police
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 the summer of 2009, HMIC inspected the City of London Police 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.

City of London Police was found to be **FAIR** overall, but with particular weakness in delivery of Pledge points 5 and 10. The full report is available from the HMIC website (www.hmic.gov.uk).

HMIC revisited City of London Police 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 the City of London Police has improved their performance in delivering Pledge points 5 and 10, and the force has been regraded to **FAIR** in these areas.

The overall grade for the City of London Police 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.

THE POLICING PLEDGE POINTS

HMIC GRADING

2009

2010

PLEDGE POINT 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.” In the summer of 2009 the force was graded poor. In January 2010 HMIC found that the force had improved its measuring of how they respond to emergency calls. Examination of incidents showed that there was a high success rate in meeting the reduced 6-minute response Pledge promise. **But** the force is still unable to demonstrate how quickly calls are answered, and estimated times of arrival are not provided to callers.

POOR

FAIR

City of London Police’s delivery of this Pledge point has been regraded as 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.” In the summer of 2009 the force was graded poor. In January 2010 HMIC found that the force had improved its ability to gather reports of dissatisfaction from a variety of sources and was better at responding to people about dissatisfaction within 24 hours. **But** the force needs to introduce a policy for staff to deal with dissatisfaction and be able to identify all reasons for reports of dissatisfaction so that they can seek to prevent similar occurrences happening again.

POOR

FAIR

WHAT THE FORCE WAS DOING TO IMPROVE ITS PERFORMANCE

“The force had identified gaps in its delivery of the Pledge and was taking action in those areas.” In the summer of 2009, the force was graded fair in this area. In January 2010 we found greater emphasis upon improving Pledge performance, and supervisors had a better understanding of their Pledge responsibilities. **But** additional work is required to ensure the force can accurately assess how well they are performing in each of the ten Pledge points, so that it can put in place ways of improving.

FAIR

FAIR

City of London Police’s delivery in this area remains FAIR.

“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.” In the summer of 2009 the force was graded as fair in this area. In January 2010 HMIC found that senior management were taking more responsibility for making improvements. The force has a plan that outlines how they will communicate the Pledge to staff and the public during 2010. **But** the Police Committee have only recently begun to look at how they can supervise Pledge performance, and the Pledge is not yet part of recruitment, promotion and staff yearly objectives.

FAIR

FAIR

City of London Police’s delivery in this area remains FAIR.

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

Published in February 2010

© Crown copyright 2010

ISBN: 978-1-84987-171-6

Ref: 300820