



Inspecting policing
in the public interest



DELIVERING THE POLICING PLEDGE

Nottinghamshire 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 July 2009 HMIC inspected Nottinghamshire 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. The full report is available from the HMIC website (www.hmic.gov.uk).

Nottinghamshire Police was found to be **FAIR** overall, but with particular weakness in delivery of Pledge point 4.

HMIC revisited Nottinghamshire Police in January 2010 to check progress in this weak area. 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 Nottinghamshire Police is getting better at responding to messages within 24 hours, but there remains more to do. The force’s action plan to address gaps in their delivery of the Pledge is much stronger, and chief officer leadership is now clearer. Although further improvements are required before the force can deliver all of its Pledge promises, HMIC believes these will soon be in place.

The overall grade for Nottinghamshire 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 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.”

POOR

FAIR

In July 2009 the force was graded poor in this area.

In January 2010 HMIC found that most telephone messages receive a response within 24 hours.

But this is not true for the majority of emails and letters. Arrangements to improve response to emails are due by spring 2010; and to letters by later in the year.

Nottinghamshire Police’s delivery of this Pledge point has been regraded as FAIR.

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 July 2009 the force was graded fair in this area.

In January 2010 HMIC found that the force has addressed gaps in delivery of the Pledge, with good progress made. The force also continues to make improvements.

Nottinghamshire Police’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 public.”

FAIR

FAIR

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

In January 2010 HMIC found that chief officer leadership of the Pledge has improved. There is also clear evidence that the force is acting on feedback from its communities: for example, revised opening hours for police stations and a newspaper sent to homes in the north of the county to explain what the force is doing.

But recently produced posters about the Pledge and safer neighbourhood teams are not displayed widely. Staff have not received training in how to deal with reports of dissatisfaction and the police authority website does not contain any information about the Pledge.

Nottinghamshire Police’s delivery in this area remains FAIR.

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

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This report is also available from the HMIC website:
www.hmic.gov.uk

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