

## National Policing Pledge Performance Framework



DCC Andy Parker



## Policing Pledge (Conference Results)

**Biggest Challenge 7%**

**Policing pledge being delivered in full?**

**49% disagree – 1% agree!**



## Policing Pledge

The Policing Pledge was developed as part of the reform set out in the Government's Green Paper to improve public confidence.

*'I have a single-minded focus on building public confidence in policing and that means the police should be answering to the public, not the government. That is why I have scrapped all but one central target for the police - to raise public confidence'*

Jacqui Smith



## Why Measure Compliance Against the Pledge?

- A commitment to local communities regarding the level of service they should expect to receive from the police.
- It is important for a **non bureaucratic** and **pragmatic** Framework be in place to monitor how effectively each Force is complying with the Pledge. It is accepted that the single BCS measure is insufficient.
- To evaluate implementation, improve the quality of service and contribute to overall improvements in confidence.



## How a Framework Developed

- Pledge introduced in December 2008
- Forces started developing their own performance frameworks
- Many Forces required guidance on measures and indicators



## Core Meanings of Each Pledge Commitment

### **Pledge 1**

- Treatment of People
- Accessibility of Services

### **Pledge 3**

- Visibility of SNT Officers
- Abstractions
- Work on Priorities

### **Pledge 2**

- Who the SNT Police Officers are
- Where the SNT work
- How to work with them

### **Pledge 4**

- 24 hours
- Detailed Response and Ownership



## Core Meanings of Each Pledge Commitment

### Pledge 5

- Answering Calls
- Deployment
- ETA's

### Pledge 6

- Call Handling
- ETA's
- Vulnerable and Upset Victims
- Neighbourhood Priorities
- Appointments
- Other Information

### Pledge 7

- Public Meetings
- Type and Frequency

### Pledge 8

- Monthly Updates – Crime Maps
- Offenders and Offences
- Partnership Action
- Force Performance

### Pledge 9

- Victim Controlled Updates

### Pledge 10

- Management of
- Dissatisfaction
- Complaints



## HMIC Inspection

"Is the Policing Pledge being delivered for local people?"

•June 2009 HMIC carried out an inspection in seven police forces

•Feedback from the ongoing full inspections of all forces (Aug 09) has identified that those areas initially highlighted in the 'Early Findings Report' are replicated nationally.

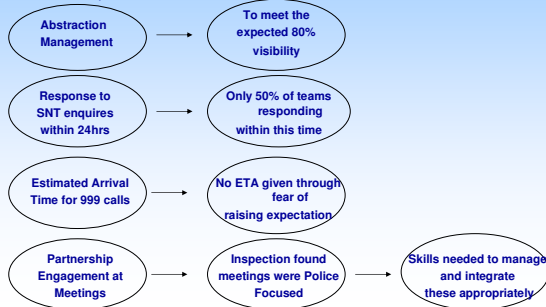
•Home Office, HMIC and Ministers feel that whilst there is positive work ongoing, it is not as embedded as it should be.



## HMIC Inspection

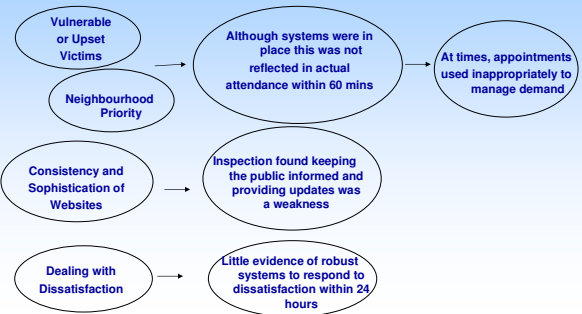
Delivering the Policing Pledge – Early Findings in June 2009

### Areas for Development



## HMIC Inspection Cont'd

Delivering the Policing Pledge – Early Findings in June 2009



## Development of the ACPO National Framework

•Following HMIC Inspection PMBA agreed to develop a National guidance to measure compliance with the Pledge in a standardised way.

•The Citizen Focus Business Area had already started work on a framework based on the experiences of a small number of forces. We are very grateful for the work of ACC Stuart Donald, Humberside.

•The emerging National Framework was passed to the Performance Assessment Development Portfolio (PAD) to test the competency of the performance measures suggested.



## Development of the ACPO National Framework

•A number of consultations have taken place to agree and test the proposed Framework

•Proposed Framework sent out to PAD members for feedback

•The proposed Framework is currently subject to wider consultation, such as NPIA, HMIC, HO Gateway Group.

This is only a guide for Forces to implement as they deem appropriate i.e. 'Pick & Mix'. It only uses existing indicators.



## ACPO National Framework

Incorporates three levels of Indicators to illustrate Pledge compliance

### National Headline Indicators

Mandatory Indicators - could be used as a comparison across all forces

### National Optional Indicators

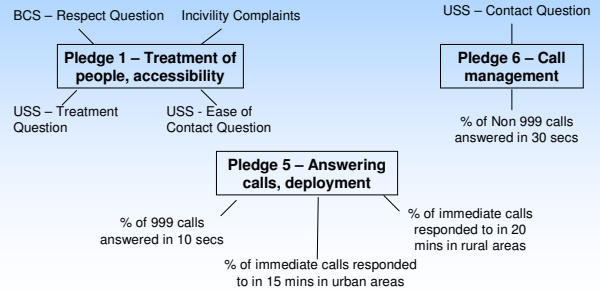
Non Mandatory Indicators which support Headline Indicators to measure local performance

### Local Indicators

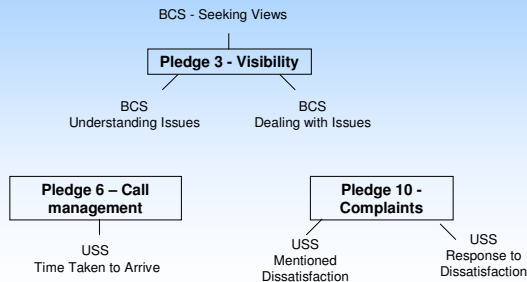
Local Indicators allow individual Safer Neighbourhood Teams to monitor against the standards set. These should reflect local needs and encourage Forces to measure performance which best illustrates compliance to the Pledge



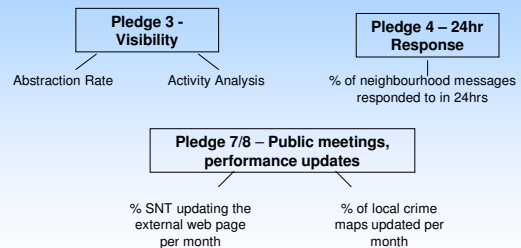
## National Headline Indicators



## National Optional Indicators

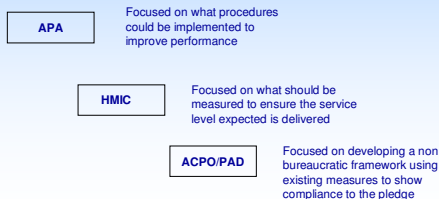


## Local Indicators



## Framework Developments

After the HMIC Inspection, various agencies began working separately towards a National Framework. Each agency focused on a different key area.



## The Way Forward

NPIA - Improving Confidence

- NPIA completed a review of the work undertaken by ACPO, HMIC and APA (Jayne Pascoe)
- Proposed a framework which utilises questions from the **User Satisfaction Survey** and **British Crime Survey** to allow Forces to understand how they are performing against Pledge points that relate to User Satisfaction and Public Confidence
- NPIA suggests that qualitative information should be collated to measure and understand the quality of service and identify action that can be taken to improve performance and confidence.

Example of some suggested Qualitative Measures for Pledge 3 - Visibility

Local Pledges include the 80% visibility commitment. Public feedback is used to assess how well local people feel the force is performing against this commitment

Patrol and engagement plans are regularly reviewed to ensure they are informed by neighbourhood profiles and priorities and are linked to the NIM and tasking processes



## The Way Forward

- NPIA believe a framework which utilises questions from the **User Satisfaction Survey** and **British Crime Survey** should be used together with additional information, forces believe is appropriate, to reflect and measure local needs
- As the framework is customer and outcome focused it should improve performance and service delivery
- This proposed framework has been distributed to different agencies, including PAD and NPIA are currently awaiting feedback
- ACPO are reassured that the work done by NPIA mirrors that of ACPO and the framework accommodates local measures.



## Learning Points

- **British Crime Survey** results only available on a quarterly basis, which could cause potential problems as information may not be relevant or current
- Performance measures such as **User Satisfaction Survey** and **Local Indicators** are not always consistent across all forces in England and Wales. Could be an issue if National Performance is monitored in the future
- No standardised definition of some policies/procedures – Abstraction Rates etc
- Performance Indicators are not always a complete picture of good performance
- Important role for Police Authorities
- **NEEDS TO FOCUS ON OUTCOMES AND IMPROVEMENT**

## Policing Pledge Performance Framework



## QUESTIONS?

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