

Policing Pledge – How the work of LPA links to each pledge element

	Pledge element	Actions
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	<p>It is at the heart of the Constabulary's vision to consistently be the best police force in the country and the accessibility of policing services rests at the heart of that vision.</p> <p>The Authority will oversee how the Constabulary aims to develop their policing services with this aim in mind. We have endorsed the Constabulary's commitment as shown in their Single Equality Scheme and progress will be monitored on a quarterly basis by our Human Resources committee.</p> <p>The Police Authority's ICV scheme feeds through to Professional Standards Committee how detainees are dealt with whilst in custody. Professional Standards also considers matters relating to incivility by officers and staff.</p>
2	Provide you with information so you know who your dedicated Neighbourhood Policing Team are, where they are based, how to contact them and how to work with them.	<p>The Authority recognises residents as Investors in the Policing service through the payment of council tax. As investors you have the right to expect policing to be responsive and reflective of your needs, concerns and priorities where you live.</p> <p>The Authority will closely monitor the delivery of neighbourhood policing through its external relations committee and will regularly consult with the public to gain feedback on policing experienced through surveys, consultative events, road-shows focus groups and discussion within communities.</p>

		<p>We will also scrutinise the Constabulary's media and marketing activity –inclusive of internal/external and intranet/internet communications to ensure that the public and all constabulary officers and police staff understand the pledge and how it relates to their role and function.</p>
3	<p>Ensure your 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 per cent of their time visibly working in your neighbourhood, tackling your priorities. Staff turnover will be minimised.</p>	<p>Over the last 5 years, the Authority with support of Lancashire residents has invested in the delivery of Neighbourhood Policing through increases in council tax. That investment has seen officer numbers rise across Lancashire with the appointment of over 100 dedicated Community Beat Managers' as part of neighbourhood policing teams.</p> <p>One aspect which will be monitored closely by the Authority will be abstractions from Neighbourhood Policing Teams. The Constabulary has a clear policy to reduce abstractions and to ensure officers are responsive to the needs of local communities.</p> <p>The Authority's Planning and Performance Review Committee considers the Quarterly Performance Bulletin which provides details on performance in a number of areas, one of which is frontline policing. The current measure for frontline policing was jointly developed by the Authority and the Constabulary.</p> <p>The Committee also receives reports on the Constabulary's visibility strategy. A verbal report was given at the last meeting and a formal report will be considered at the next meeting.</p>
4	<p>Respond to every message directed to your Neighbourhood</p>	<p>Details of how to contact local officers are available on the</p>

	<p>Policing Team within 24 hours and, where necessary, provide a more detailed response as soon as we can.</p>	<p>Constabulary's website.</p> <p>The Authority will closely monitor the delivery of neighbourhood policing through its external relations committee and will regularly consult with the public to gain feedback on policing experienced through surveys, consultative events, road-shows focus groups and discussion within communities.</p>
5	<p>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.</p> <p>Since Lancashire is both an urban and rural we aim to get there in 15mins in an urban area and 20mins in a rural.</p>	<p>The constabulary has made significant progress in the way that calls are dealt with and this has been in part to the Authority setting robust targets for the constabulary to achieve.</p> <p>The Authority monitors calls handling performance targets on a quarterly basis. Some years ago it had come to the Authority's attention that call handling in Lancashire could be improved. Challenging performance targets were agreed and, in response, year by year performance has increased and overall performance now stands at 92.2% of emergency calls answered within 10 seconds and 95.1% of non-emergency calls answered within 40 seconds.</p>
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"> • If you are vulnerable or upset aim to be with you in 60 minutes 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. • Alternatively, if appropriate, we will make an appointment to see you at a time that fits in with your life and within 48 	<p>Call handling is scrutinised on a quarterly basis through the Improvement and Scrutiny Group and Planning and Performance Review Committee. Additional in-depth scrutiny of call handling will take place through the scrutiny planning process (QUEST). A report on QUEST 1 evaluation (QUEST 1 in Lancashire revolved around call management and incident deployment) was recently submitted to Planning and Performance Committee and monitoring of this will continue with further reports submitted in due course.</p>

	<p>hours.</p> <ul style="list-style-type: none"> • 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	<p>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.</p>	<p>The Constabulary deliver Police and Community together meetings (PACT) across all neighbourhood areas in Lancashire at least once a month.</p> <p>The Authority receives quarterly reports to its external relations committee about the PACT which highlights the headline measures relating to the Divisional implementation of Neighbourhood Policing. The information in this report is used by the Authority to monitor progress and enable the Constabulary to report how the outcomes contribute to corporate, divisional and partners planning processes.</p>
8	<p>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, and details of what action we and our partners are taking to make your neighbourhood safer and information on how your force is performing</p>	<p>The Authority works closely with partner agencies including local councils and Crime and Disorder Reduction Partnerships across Lancashire, to set local plans to tackle crime and anti social behaviour and to make people aware of the crime trends.</p> <p>The Authority's publishes a Local Policing Summary which is delivered to every household in Lancashire. Each year, it also publishes, in consultation with the Chief Constable, a Local Policing Plan which reflects what local people have told us is important to them and explains how their policing needs will be met in the coming year. These plans identify the priorities and the performance targets set for the Constabulary.</p>

		<p>As the Authority we regularly ask the public about their confidence via our 4000 strong resident's panel and by running Supermarket road shows across the county. We also work in partnership to deliver consultative events and share information with our crime and disorder partners to ensure a better service to residents.</p>
9	<p>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.</p>	<p>The Authority has two members who have been allocated areas of special interest linked to victims and witnesses / restorative justice and criminal justice. Members present reports on their activity relating to their specialist interest areas on a quarterly basis to Police Authority.</p> <p>Members are also involved in divisional Quarterly Performance Review meetings. Here, any matters relating to victim of crime processes are discussed. These would then be fed back through the Improvement and Scrutiny Group, where any trends would be identified and fed through to the Planning and Performance Review Committee.</p>
10	<p>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.</p>	<p>The Constabulary has a process in place to deal robustly with complaints about police officers and staff. The Authority has a specific committee 'Professional standards' which is used to monitor how the Constabulary deals with complaints, including the timeliness of the complaints activity.</p> <p>Our role is to ensure that complaints are dealt with fairly and where needed, make recommendations to improve the way</p>

		<p>complaints and other elements of dissatisfaction that are received across the organisation are responded to.</p> <p>You can tell us what you think of the Constabulary's service through the Contact Us section of the website.</p>
	<p>We want to do our best for you, but if we fail to meet our Pledge we will always explain why it has not been possible on that occasion to deliver the high standards to which we aspire and you deserve.</p>	<p>As identified at point 10, the Authority will be working to identify the most efficient and effective way to capture dissatisfaction with policing services and ensure that the Constabulary can respond to it.</p> <p>The Authority is committed to ensuring that residents are provided with the best possible police service. Our role is to ensure that Lancashire Constabulary deliver policing services that are responsive, adaptable and relevant to residents while delivering value for money.</p>