



Metropolitan Police Authority

4.

Waltham Forest Community Safety Board – 19 November 2008

MPA Update

Report by the Link Member

### Summary

This report updates members on the MPA's Estates Strategy and the impact of the current economic climate on the Waltham Forest Asset Management Plan and the introduction of the national Policing Pledge and Neighbourhood Crime & Justice Pioneers.

#### A. RECOMMENDATION

that the report be noted.

#### B. SUPPORTING INFORMATION

##### MPA Estates Strategy & Waltham Forest Asset Management Plan

1. Plans to modernise police facilities were published at the end of last year and included a three-month consultation period to enable local communities to comment on the proposals. The local Asset Management Plan was met with a positive response and some changes were made in response to the feedback received.
2. However, in the light of the London-wide consultation exercise members agreed to review the estates strategy and local asset management plans this year. Added to this are the concerns about the current economic climate which has led to the decision to set up a panel of Authority members to review Metropolitan Police Estate development plans, including future community engagement programmes.
3. The current economic climate means that budgets will become increasingly tight and therefore impact on development plans. In practice this will mean that while building projects that are already underway will continue, long-term projects will be reviewed.
4. This may have an impact in Waltham Forest and further updates will be provided as and when relevant information is available.

## **National Policing Pledge & Neighbourhood Crime & Justice Pioneers**

5. The national Policing Pledge provides a minimum standard of service, including:
  - the police attend within an hour in response to calls about agreed neighbourhood priorities where police attendance is required;
  - the right to meet with your local team and others in the community to agree priorities and action to tackle them at least once a month and an entitlement to crime maps, information on specific crimes and information about what happened to those brought to justice in their neighbourhood; and,
  - that neighbourhood policing teams will spend at least 80 percent of their time visibly working on behalf of the public in their neighbourhood.
  
9. The Metropolitan Police Service has already conducted considerable work that will form the basis of the MPS Policing Pledge through the development of its 'Promise to Citizens'. This document, which was developed through research and direct contact with service users, sets out the levels of service that the MPS will provide to people living, working in and visiting London.
  
10. Appendix 1 compares the MPS 'Promise to Citizens' to the national Policing Pledge. You will note that there are a number of areas of the Pledge that the MPS and other forces are unable to meet either in part or in full at this time. These national concerns have been collated by ACPO and highlighted in its response to the Policing Green Paper (From the Neighbourhood to the National: Policing our Communities Together).
  
11. The MPS Promise will have particular prominence in Waltham Forest, which is one of 60 areas that have signed up to become new neighbourhood crime and justice pioneer areas. As part of this programme the borough will appoint a Neighbourhood Crime & Justice Coordinator whose role will be to ensure that the public know their rights under the Policing Pledge/MPS Promise, which will increase local accountability for delivery. The postholder will also be responsible for ensuring Community Payback in the community is visible and tough and that victims of crime are supported (e.g. through the courts process) to reduce reoffending.

### **C. RACE AND EQUALITY IMPACT**

The matters discussed in this report are aimed at improving equality of access to policing services across all diversity strands and will address identified areas of inequality and differential experience. In both cases an Equality Impact Assessment, either has been, or will be, conducted, the details of which are available elsewhere.

### **D. FINANCIAL IMPLICATIONS**

There are no financial implications specifically arising from this report.

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### **Background Papers**

None

## Appendix 1

A comparison of the National Policing Pledge and the MPS Promise to Citizens		
	National Policing Pledge	The MPS Promise
1	Work to keep you and your neighbourhoods safe from harm.	Our response to antisocial behaviour will depend on the circumstances of each case. Where your call does not require a quicker response, your Safer Neighbourhood team will work with you and our partner organisations (such as local authorities and housing associations) to develop manageable, long-term solutions to each case.
2	Always treat you fairly, with dignity and respect, ensuring that you have fair access to our services at all times.	We will always treat you fairly, with dignity and respect, making sure that everyone has equal access to our services at all times
3	Publicise the details of your dedicated Neighbourhood Police Team for your neighbourhood.	To find out who your local officers are, and their contact details, telephone 0300 123 1212 or visit our website at: <a href="http://www.met.police.uk/saferneighbourhoods">http://www.met.police.uk/saferneighbourhoods</a>
4	Ensure that 80% of your Neighbourhood Police Team's time on duty is spent on your patch and that there are visible patrols in your area at times and places where they are needed. Neighbourhood policing team staff turnover will be minimized.	Your Safer Neighbourhood team is dedicated to your ward and will only be used in other areas if there are special reasons for doing so. We will manage staff turnover to allow them to develop local knowledge and relationships with you.
5	Return calls and respond to e-mail enquiries about local issues directed to neighbourhood police teams within 24 hours.	No equivalent MPS Promise

6	<p>Aim to answer 999 calls within 10 seconds and non-emergency calls within 30 seconds, and tell you how your call will be handled.</p>	<p>Call us on 999 and we will answer your call in ten seconds - at least 90% of the time.</p>
7	<p>Respond immediately to emergencies - getting to you within 15 minutes and much sooner if possible.</p>	<p>We will attend urgent calls within 12 minutes 75% of the time, and much sooner if possible</p>
8	<p>Aim to respond quickly to other priority and vulnerable cases, or those agreed with you that relate to neighbourhood policing issues, getting to you within 60 minutes.</p>	<p>We will respond quickly to other identified priority and vulnerable cases, getting to you within 60 minutes</p>
9	<p>For all other non-emergency calls, give you a timescale within which someone will attend if appropriate, making an appointment at a time agreed with and convenient to you, and within 48 hours.</p>	<p>Call us on 0300 123 1212 and we will answer your call in thirty seconds - at least 90% of the time (no appointment system)</p>
10	<p>Meet with you at least monthly to agree priorities and update you about crime and policing issues in your area, including: crime maps; information on specific crimes and what happened to those arrested; details of what action we and our partners are taking to make your neighbourhood safer; and data on how your</p>	<p>Every team holds regular meetings. The meetings are advertised locally, for example, in local papers, libraries and on our website, and give you the chance to discuss local issues with officers.</p>

	local force is performing.	
11	Acknowledge any dissatisfaction about the service you have received within 24 hours; tell you how it will be handled, give you an opportunity to talk in person to someone about your concerns and tell you what will be done about it.	If you feel we have not met our promises, we would like to hear from you. You can leave a comment on the Your Voice Counts section of our website or phone us on 0207 230 4737. We will send you an acknowledgement of your comment within two working days. We will also tell you how we will deal with your comment, offer to speak to you in person about your concerns and tell you what we will do about it.
12	If you have been a victim of crime, keep you informed monthly of progress on your case for as long as you find this useful.	We will keep you updated at least every four weeks and at key stages of your investigation including if we have made an arrest, if someone has been charged, and when the investigation has been completed.
	No equivalent Pledge	The Promise explains how we support victims and witness and how we investigate reports of:  Assault Sexual assault Hate crime Domestic violence Robbery Burglary
	No equivalent Pledge	If someone reports a road-traffic collision to us, and we become involved, our Traffic Criminal Justice Unit will contact you within 10 working days and give you the contact details of the person dealing with your case.
	No equivalent Pledge	We will explain how and why we conduct stop and search and stop and account.