

Response by the Police and Crime Commissioner to HMICFRS Inspections of Hampshire Constabulary

Inspection Details

Title of Inspection: PEEL Efficiency Report 2017 – Hampshire Constabulary

Type of Inspection:

- | | |
|---|---|
| <input checked="" type="checkbox"/> Hampshire Constabulary Specific | <input type="checkbox"/> Thematic |
| <input type="checkbox"/> National | <input type="checkbox"/> Partner Inspection |
| <input type="checkbox"/> Follow up | |

Is Hampshire Constabulary quoted?

- Yes
 No

Are there any recommendations / areas for improvement?

- National
 Local

FORCE RESPONSE:

HMICFRS (Her Majesty's Inspectorate of Constabulary, Fire & Rescue Service) has examined how well forces understand the demand for their service and how well they match their resources to that demand and has provided an assessment of their efficiency.

This is part of the PEEL assessment of forces.

Hampshire Constabulary were graded as 'good' over the three areas of inspection:

- 1) How well does the force understand demand?
- 2) How well does the force use its resources?
- 3) How well is the force planning for the future?

In response, Deputy Chief Constable Sara Glen said:

"HMICFRS stated that Hampshire Constabulary has a good understanding of demand for its services (including demand that is less likely to be reported) that is based on systematic analysis of comprehensive data from a wide range of sources. The force has processes in place to help it to predict demand and has consulted widely to understand how demand and the public's expectations may change. It has also improved its knowledge of the skills of its workforce and its leaders.

In addition it was recognised that Hampshire Constabulary has developed excellent working relationships with other organisations, such as the ambulance and fire & rescue services. It has strong and increasing numbers of collaborative working arrangements with other police forces, especially Thames Valley Police. These collaborations are providing both cost savings and a better service to the public.

The force makes good use of technology. For example, mobile technology has reduced the need for frontline officers and staff to continually return to their bases; and a new contact management system should improve the efficiency of call management and provide the public with online tools for contacting the police. All potential change projects are assessed against the force's vision and the benefits they will bring. Project management arrangements are robust with a clear focus on realising benefits".

HMICFRS has identified three areas for improvement following the inspection:

- 1) The force should review how it manages calls from the public that would justify the attendance of an officer but do not fall within the criteria for an urgent call. This is to ensure that excessive demand is not imposed on the control room or attending officers. This work is now being progressed within Force Development.

2) The force should undertake appropriate activities to fully understand its workforce's capabilities, in order to identify any gaps and put plans in place to address them. This will enable the force to be confident in its ability to be efficient in meeting current and likely future demand. This is a continuation from previous issues raised regarding the Constabulary's ability with data capture and recovery in SAP process. This is being developed within Shared Services HR Portfolio board and within our People Strategy.

3) The force should improve how it identifies talented members of its workforce, and make greater use of career development schemes by taking a more structured approach to how it develops leaders in important areas of the force. This has already been actioned and is part of the Constabulary's People and Talent Management Strategy. Implementation of this started in November 2017. Ongoing leadership by the DCC and 'Insight' visits paid by HMICFRS, ensures that progress against these plans are monitored and acted upon.

PCC RESPONSE TO THE REPORT:

"We are pleased that Hampshire Constabulary has been rated "good" for efficiency in the fourth Police Effectiveness, Efficiency and Legitimacy (PEEL) assessment by Her Majesty's Inspectorate of Constabulary, Fire and Rescue Service (HMICFRS).

HMICFRS has highlighted the force's strong commitment to joint working and good working relationships developed with other forces and organisations including fire and ambulance services.

It is positive that HMICFRS has recognised areas where improvements have been made and progress continues to be made in the three areas for further improvement identified in the report.

The force is rated good for its work in understanding the demands it faces, making the best use of resources and planning for the future. However ensuring this continued effective and efficient work does not come without significant and ongoing challenges.

The Commissioner and his team remain fully committed and are doing everything in their power to ensure the Chief Constable and the Force are supported with the appropriate resources needed to deliver operationally effective, modern policing, within ongoing budget constraints.

With continued encouragement and development of a longer term strategy through the annual budget, further progress is being made to mitigate ongoing funding challenges wherever possible and prepare for the future to help keep our communities safer."

James Payne, Chief Executive