

## The Nottinghamshire Police and Crime Commissioner's response to the publication of Her Majesty's Inspectorate of Constabulary's (HMIC) - PEEL: POLICE LEGITIMACY 2016

[The report can be found here](#)

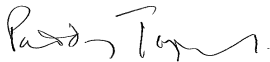
On 8<sup>th</sup> December 2016, HMIC published its PEEL: Police Legitimacy report (2016). HMIC examined how legitimate is the Force is at keeping people safe and reducing crime. This year HMIC found that Nottinghamshire Police was Good overall in Police legitimacy. In respect of the three areas reviewed the Force was:

- Good at treating all of the people it serves with fairness and respect
- Good at ensuring that its workforce behaves ethically and lawfully
- Requires improvement in some areas in the way the Force treat its workforce with fairness and respect

I have read the report and discussed it with the Chief Constable and pleased that HMIC found the Nottinghamshire Police is good at treating the people it serves with fairness and respect and its importance is understood by the workforce. Also, that HMIC noted that the force seeks feedback and challenge from the people it serves, including those who have less trust and confidence in the police or are less likely to complain; that the Force conducts victim surveys and surveys of those who have made complaints and also works with an independent advisory group (IAG) and a stop and search scrutiny board that include members of the public from diverse groups.

However, I have noted that HMIC has identified some areas for improvement. The Force has a dedicated 4ACTION database for tracking and responding to HMIC recommendations and areas for improvement. **Annex 1** of this written response to HMIC provides an update on the current action taken by the Force to address the issues raised by HMIC. The Force provides regular HMIC update reports to my Joint Audit and Scrutiny Panel who provide additional scrutiny in these important areas.

Yours sincerely

A handwritten signature in black ink, appearing to read "Paddy Tipping". The signature is fluid and cursive, with a prominent initial 'P' and a long, sweeping underline.

Paddy Tipping  
Police and Crime Commissioner



## **POLICE & CRIME COMMISSIONER**

### **ANNEX 1 – FORCE RESPONSE TO HMIC AREAS FOR IMPROVEMENT AND RECOMMENDATIONS**

#### **AREAS FOR IMPROVEMENT**

- 1. The force should improve how it demonstrates that it has taken action to improve how it treats all the people it serves.**

*Force Response:*

When a complaint is received by a member of the public, where appropriate, local resolution is used to solve, explain or settle the matter directly with the complainant at the earliest opportunity. This process can be used to resolve certain types of complaints quickly and fairly, without the need for a formal investigation. Resources are available on the Force intranet for line managers and a package of advice and good practice is shared with reach manager tasked to deal with a public complaint.

Professional Standards have recently released an intranet article “Sorry Seems to be the Hardest Word”, which aims to reinforce the approach to mediating local resolutions.

- 2. The force should ensure the business interest and notifiable association policies are current, effectively communicated to staff and properly managed.**

*Force Response:*

An integrity health check should be conducted as part of the annual Personal Development Review (PDR) process to prompt line managers to reinforce expectations with regard to the notifiable association and business interest policies. A targeted communication plan will be developed and implemented to ensure this takes place, including a briefing at the Strategic Leadership Conference. Regular performance data will also be produced on PDR completion rates for circulation to Thematic Leads and Heads of Department and reporting to the Force Performance Board.



**3. The force should improve how it communicates the action it has taken in response to issues identified by the workforce.**

*Force Response:*

The Force has re-launched the People Board as a forum for considering actions arising from staff feedback. Any decisions made or action taken as a result of staff feedback will be publicised via the intranet. Issues identified by staff during the Work and Wellbeing Survey will be revisited and addressed as part of the Tri-Force Work and Wellbeing Plan.

**4. The force should ensure staff receive their annual leave entitlement and that they take the rest days owed to them, to support their health and wellbeing.**

*Force Response:*

A communication will go out to all line manager's via the Crown DMS system to reiterate the importance of individual's taking their annual leave (AL) and rest days in lieu (RDIL) and the responsibility of managers in managing the well-being of their staff. Line managers will also be asked to review and monitor AL and RDIL balances. A report will be run periodically for discussion at the People Board.

Furthermore, HR Workforce Relations will be working with HR from the other Tri-Force Collaboration Forces to establish what support is offered to Welfare Officers in relation to mental health training.

**5. The force should improve how it manages individual performance.**

*Force Response:*

The Force will reinforce the importance of the PDR process and provide additional assistance for line managers in managing an effective PDR. This will include guidance on the PDR page on the Force intranet and individual and group tutorials. HR are also exploring potential reporting mechanisms for identifying outcomes from the performance assessment process.