

**CUMBRIA POLICE AUTHORITY  
Policing Plan and Best Value Committee**

**14 September 2005**

**Agenda Item 13**

**QUALITY OF SERVICE COMMITMENT ACTION PLAN**

**A report by the Chief Constable**

**SUMMARY**

This report provides a progress update on the action plan for the Quality of Service Commitment.

**RECOMMENDATION**

That the committee note progress.

**DETAILS**

**Background**

The national quality of service commitment sets out the standards and services the public can expect when they make contact with the police. The National Policing Plan requires every force to have an action plan to comply with the quality of service commitment by November 2006. External scrutiny of compliance with the quality of service commitment will be via existing Police Performance Assessment Framework measures of user satisfaction and the Baseline Assessment.

In June 2005 Policing Plan and Best Value Committee agreed an impact assessment and implementation plan for the quality of service commitment, and requested quarterly progress updates.

**Financial Implications**

Much of the work relates to already planned developments. The biggest new piece of work will be to ensure that the constabulary's processes can continue to deliver acceptable levels of user satisfaction. The scale of this work, and potential costs, is being scoped via the Best Value review of user satisfaction and the Citizen Focus Project.

**Progress**

Progress against the action plan is set out in the table below.

**Michael Baxter  
Chief Constable**

### Quality of Service Commitment Action Plan

Action	Owner	Deadline	Update August 2005
Identify all access points in the Constabulary, times accessible etc.	Citizen Focus Project	December 2005	As part of the Citizen Focus project a visual map of access points and times accessible has been produced.
Carry out user/community consultation to find out: <ul style="list-style-type: none"> <li>• Accessibility needs and whether current arrangements meet them</li> <li>• Which aspects of service are most important to them</li> <li>• Which information about policing is most important to them</li> </ul>	Strategic Development (BVR)	December 2005	The community survey results will be reported in September.  The Best Value Review of User Satisfaction is expected to report in September.
Carry out targeted consultation with community groups representing users with special needs to assess whether current arrangements meet them.	Strategic Development (BVR)	December 2005	The community survey results will be reported in September.  The Best Value Review of User Satisfaction is expected to report in September.
Based on user consultation, and with reference to force targets, develop a business case for changes to access methods or points (if appropriate).	Citizen Focus Project	March 2006	Access points to be informed as a result of ward profiles and community survey results.  Implementation plan identified in project Plan for ratification on 22/8/05

Action	Owner	Deadline	Update August 2005
<ul style="list-style-type: none"> <li>• Secure agreement</li> <li>• Publicise as appropriate</li> <li>• Feed into Estates Strategy as appropriate.</li> </ul>	Citizen Focus Project IT/IM Citizen Focus Project	March 2006 October 2006 March 2006	
Based on user consultation, develop a local service commitment and communicate it to staff.	Citizen Focus Project	August 2006	Project plan completed. For ratification by the project board on 22 August 2005.  Local service commitment informed by community survey results. This will be completed for all the constabulary by July 2006.
Secure resources for user service training via Force Learning Panel, develop user service training and deliver.	Citizen Focus Project with P&D	October 2006	Training plan completed and ready for Force learning panel on 30 August 2005.
Based on user consultation, develop improved local performance information	Citizen Focus Project with IT/IM	March 2006	Local performance information will be based on basic engagement model and full Neighbourhood Policing roll out, as proscribed in project plan. Deadline in plan is July 2007. Government to give guidance on information required for communities.

Action	Owner	Deadline	Update August 2005
Carry out service, access and feedback opportunities marketing campaign	IT/IM	October 2006	Dedicated marketing specialist to start in August 2005. Thereby a 3 month marketing programme will be developed which will consider service, access and feedback opportunities.
Establish a process to ensure regular feedback from users on accessibility, information, services	Strategic Development with IT/IM & Diversity Unit	November 2006	Work planned for 2006.
Implement local Single Non Emergency Number (SNEN)	PMU	December 2005	Local SNEN has been approved. The aim is have a 0845 telephone number for non-emergency calls by October 2005. A testing period is due to be completed prior to go live in October.
Implement the internet development strategy	IT/IM	March 2006	Development of the interim internet development strategy has been commenced which is due to be completed by October 2005.
Mystery shopper scheme to assess user service levels.	Strategic Development and PSD	July 2005	Mystery Shopper visits have been carried out, a draft report published, and a presentation is planned for early September.

Action	Owner	Deadline	Update August 2005
Carry out a customer walkthrough of complaints processes, and recommend improvements as appropriate. Implement improvements to complaints processes.	PSD	March 2006	On going, some letters to complainants refined, new leaflet produced and inaugural meeting with Areas/OS has been held to develop direction and control procedures. Progress is being hindered by other demands and priorities.
Map, walkthrough and draft options to improve: <ul style="list-style-type: none"> <li>• initial enquiry handling processes</li> <li>• ongoing customer service processes</li> </ul> To ensure the standards are cost effectively met for an acceptable proportion of enquiries	Strategic Development (BVR)	March 2006	The Best Value Review of User Satisfaction is expected to report in September.
Oversee a programme of business process reengineering, as approved following the BVR.	Citizen Focus Project	October 2006	Project plan in place for project board governance on 22 August 2005
Develop and implement an incident response policy and supporting criteria for call handlers.	Operations Board	March 2006	This work is being considered as part of scoping for compliance with National Call Handling Standards by April 2006
Implement the 2005/6 consultation action plan	Strategic Development and Partnerships	March 2006	Work is on course to deliver on this action plan.

Action	Owner	Deadline	Update August 2005
(Appendix 1)	with support from IT/IM		
Design a process to ensure that feedback from the public will be responded to within 10 days when requested.	Strategic Development with support from IT/IM	October 2006	Planned for 2006
Publicise the results of consultation through regular updates	Strategic Development with support from IT/IM	October 2006	Planned for 2006

**Action Plan for Consultation 2005/6**

Aim for 2005/6: To gather reliable information on how communities feel about our services, and to use the information in service development, to ensure we provide the best possible policing services

Action	Owner	Timing
Carry out 2 surveys via Cumbria Community Voice. To improve the resulting information: <ul style="list-style-type: none"> <li>• Confirm the decisions to be made using the consultation data and joint information needs and review questions in advance</li> <li>• Work with Community Voice on survey distribution to confirm it is representative</li> <li>• Developing weighting techniques for survey responses to ensure the resulting information is representative</li> <li>• Analyse the survey results by Local Policing Team and BCU</li> <li>• Assess the need to support survey findings with focus groups, and carry out as appropriate.</li> </ul>	Strategic Development and IT/IM  Strategic Development with advice from IT/IM  IT/IM  IT/IM  IT/IM  Strategic Development with advice from IT/IM and Diversity Unit	Surveys June 2005 and September 2005  May 2005 and August 2005  May 2005  June 2005  July 2005 and October 2005
Carry out targeted community consultation in support of Best Value Review	Strategic Development with support from Diversity Unit	July 2005



Action	Owner	Timing
<p>Working with other agencies in the Joint Action Group, commission IODA to survey 300 people from minority ethnic groups on their views of public services in Cumbria, and with a view to identifying members of the public who would be interested in being involved in consultation.</p> <p>Carry out a launch day.</p> <p>Work toward establishing a joint consultative contact group/panel.</p>	Partnerships	<p>Survey: May 2005</p> <p>Launch: June 2006</p> <p>Likely timescale: March 2007</p>
<p>Establish standing Community Impact Assessment Groups, including people from visible ethnic minorities and people with disabilities, and begin consultation on policing services and policy.</p>	Partnerships	March 2006
<p>Carry out research on existing neighbourhood level consultation arrangements operated by local officers, and on the issues arising from the consultation.</p>	Strategic Development	August 2005
<p>Develop improved arrangements for frontline staff and local representatives to engage more effectively with local communities, with</p>	Citizen Focus Project	<p>Project started April 2005</p> <p>Project milestones to be confirmed</p>

<b>Action</b>	<b>Owner</b>	<b>Timing</b>
reference to the neighbourhood policing programme and other relevant elements of police reform.		
Carry out research on issues arising from LGBT liaison officer's work.	Strategic Development with advice from Partnerships and Diversity Unit	August 2005