

Section 1 – Community & Customer Focus

1.1 THE POLICE SERVICE BUILDS COMMUNITY CONFIDENCE BY ENGAGING AND INVOLVING PEOPLE IN LOCAL SERVICE DESIGN AND DELIVERY

Context: Engaging with people to design, deliver and sustain a service informed by people's experiences and needs

Key benefit of achieving this set of criteria: Police and local communities working together to increase local confidence in service design and delivery

Key risk of not achieving this set of criteria: People not feeling engaged in service design and delivery and not having confidence in it

Key Links:

- Delivering the Equality PSA 15
- PSA 21 – *Build More Cohesive Empowered and Active Communities*
- PSA 24 – *Deliver a more Effective, Transparent and Responsive CJS for Victims and the Public*
- Equality Legislation and the Human Rights Act
- National Policing Plan
- National Strategic Assessment
- National Community Safety Plan
- Policing Pledge
- Citizen Focus Policing Hallmarks
- Customer Service Excellence
- *Policing Our Communities Together*
- Louise Casey Review - *Engaging Communities in Fighting Crime*
- *Cutting Crime: A New Partnership*
- Policing Green Paper - *From the Neighbourhood to the National*
- Customer Focus (was National Consumer Council) - *Deliberative Public Engagement: Nine Principles*

GUIDANCE NOTES TO CONSIDER:

For section 1.1 criteria, two sets of evidence must be given – for external activity with communities and for corporate activity with internal customers (as explained in the introduction to the Guidance)

1.1.1B Example: external

A community profile updated with the experiences of a newly arrived Traveller Community

1.1.1D Example: external

Feedback from diverse families on effectiveness of a service like Family Liaison Officers has been fed into service design/delivery changes

1.1.1G Example: external

Wide-ranging community feedback eg via survey; meetings; letters etc

1.1.1B Example: internal

Workforce profile with knowledge and experience added from a skills audit

1.1.1D Example: internal

An emerging internal community required particular IT support, which was then designed and delivered

1.1.1G Example: internal

Workforce opinion surveys and Trade Unions/Staff Associations/Diversity Staff Support Groups feedback

1.1.1B Some potential sources of evidence:

See above Key Links; surveys; policing plans; output of analysts; workforce planning data; partners' databases (Local Authorities, CDRPs, NHS); higher education research

1.1.1D Some potential sources of evidence:

See above Key Links; internal SLAs; Intranet items; local plans; development of call handlers; development and selection changes; meetings with Trade Unions/Staff Associations/Diversity Staff Support Groups

1.1.1G Some potential sources of evidence:

See above Key Links; survey results; local records and minutes of meetings; letters of appreciation; local media coverage

1.1.2B Example: external

Action plans for effective use of Welsh speakers or BSL users etc are in place and have overcome barriers

1.1.2D Example: external

A neighbourhood policing team's engagement with an emerging community changes local service design/delivery

1.1.2G Example: external

An audit trail of community meetings, letters, surveys etc has improved service design/delivery

1.1.2B Example: internal

Corporate Communications Strategy has identified barriers and utilised a range of engagement methods

1.1.2D Example: internal

Business area workshops with internal customers change procedures to meet needs

1.1.2G Example: internal

HR uses a range of different communication methods to ensure the workforce is aware of changes to policies

1.1.2B Some potential sources of evidence:

See above Key Links; PDRs; local initiatives; minutes from community and IAG meetings; local media and communication channels

1.1.2D Some potential sources of evidence:

See above Key Links; PDRs, analysis of Stop & Search and other interactions; feedback from the public; local plans; local media and communication channels; workshop reports

1.1.2G Some potential sources of evidence:

See above Key Links; changes to policies; community and workforce surveys; reports on changes to service delivery; local/corporate media and communication channels