

EQUALITY STANDARD FOR THE POLICE SERVICE 2009/10



1.2 Community & Customer Focus

THE POLICE SERVICE BUILDS COMMUNITY CONFIDENCE BY WORKING TO REMOVE DIFFERENCES IN SATISFACTION LEVELS

BASELINE (B)

Baseline meets the following criteria

DEVELOPING (D)

Developing meets the following criteria as well as those Baseline

GOOD PRACTICE (G)

Good Practice meets the following criteria as well as Baseline and Developing

1.2.1B The organisation ensures that the workforce understands how levels of satisfaction can differ according to the perceptions and needs of diverse communities

1.2.1D The organisation, and individual members of the workforce, evidence engagement with local communities and individuals that identifies and addresses adverse perceptions of the police

1.2.1G There has been a sustained reduction in gaps in satisfaction levels across diverse communities

1.2.2B The organisation provides an accessible and inclusive procedure for making complaints which it implements fairly and consistently

1.2.2D The organisation engages directly with individuals, communities and relevant third-party agencies to understand gaps in satisfaction levels

1.2.2G Levels of satisfaction for how complaints are dealt with meet or exceed targets set, and are generally consistent across communities