



Professional Standards Department
Business Plan 2014-15

Influencers:

- Standards of Professional Behaviour
- Force Integrity Plan
- 'Make the Difference' Seminars
- College of Policing, Integrity Programme (Code of Ethics)
- Force Strategic Plan
- HMIC Without Fear or Favour

Theme	Aspirations	How	Owner Responsible	Update	Status RAG
CONFIDENCE	Effectively manage PSD performance supporting business requirements.	Hold regular Performance/Tasking & Daily Management Meetings.	SMT		
	Deliver effective communication to build trust and confidence in the service provided by the department.	Review all PSD template letters and forms to ensure that the contents are clear, accurate and the organisation is presented as professional manner in complaint handling.	Business Manager/ Case Management Supervisor		

NOT PROTECTIVELY MARKED

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	Demonstrate timeliness and efficiency in the complaint handling process.	Meet KPI targets & adhere to requirements set out within the appropriate legislation and guidance set by the IPCC/PIRC.	DCI Reactive/ Investigation Teams		
	Engagement with key stakeholders both internally and externally to facilitate strong communications build successful relationships.	Regular meetings and discussion with key stakeholders including Corporate Resources, BTP Support Groups, TSSA, the Federation, BTPA, IPCC, PIRC.	Head of PSD		
	To increase confidence in the effectiveness of the Subject Intervention process. Intervene, educate and prevent escalation of the behaviour identified.	Hold monthly Subject Intervention Meetings involving Divisional representatives. Encourage better engagement and dialogue.	DCI Reactive		
	Implement appropriate safeguards to ensure that employees of BTP are vetted to the correct level and that the organisation is aware and are managing any issues which present a potential risk.	Maintain a robust vetting regime in line with the Vetting Policy. Introduce and manage an ongoing effective self-declaration process.	Head of PSD/ Vetting Manager		

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EDUCATION	Ensure regular engagement and training with Divisional representatives on best practice principles, changes in legislation, guidance and key themes.	Hold annual seminar requiring physical attendance/regular feedback/provision of written guidance and case examples.	DCI Reactive/ Business Manager		
	Build and maintain effective working relationships with the Superintendents on Division to ensure the delivery of consistent messages and increase understanding of areas of risk and learning.	Regular meetings and dialogue with the Superintendents on Division.	Head of PSD		
	Dissemination of best practice principles and lessons learned arising from cases which PSD are responsible for.	Ensuring Lessons Learnt Bulletins are published when appropriate. Training inputs to be delivered to targeted audiences.	Head of PSD/ DCI Reactive		

Theme	Aspirations	How	Owner Responsible	Update	Status RAG
TRANSPARENCY	Ensure that officers who are dismissed from the organisation are captured and the information is shared between Forces.	<p>Ensure that the College of Policing are notified of the details of all BTP officers who have been dismissed from the Force or resigned prior to a Misconduct Hearing taking place. Their details will be placed on the disapproved register, as required.</p> <p>Publicise internally all proven findings arising from Misconduct Hearings for BTP employees.</p>	DI Intel/CCU		
	Improve accessibility to information which will increase external stakeholders' understanding of internal processes, seeking to provide reassurances of the existence of effective processes.	Publicise internal policies and guidance externally on the BTP Internet site.	Business Manager/ Management Information Officer		