



## User Satisfaction Delivery Plan 2016/17

Updated: 03.08.16

	<b>SPECIFIC IMPROVEMENT REQUIRED</b>	<b>OWNER &amp; TIMESCALES</b>	<b>Status Update</b>
<b>1</b>	To establish governance arrangements at BCU level with an identical agenda in order to develop best practice and stronger performance on the following key issue: <ul style="list-style-type: none"> <li>User satisfaction</li> </ul>	Ops Supts	<ul style="list-style-type: none"> <li>Requires an update from Ops Supts at next TMB pre-meet on 12/08/16</li> <li>See page 4 for content details</li> </ul>
<b>2</b>	The user satisfaction work of the boards will aim to link performance with key HR and PSD data to examine at individual and team levels key issues to be tackled.	Supt Ashton	<ul style="list-style-type: none"> <li>On-going action with Adam Clayton to develop product to overlay this data – Power BI development of data – then to complete an analysis of first data sets.</li> </ul>
<b>3</b>	Time series chart for team across IR/NHP/Investigation of satisfaction results over time including key interaction dates and results.	Supt Ashton	<ul style="list-style-type: none"> <li>Review of the product being produced required to confirm if it is meeting Ops Supts needs in BCU's</li> <li>NHP and IIU needs developing</li> </ul>
<b>4</b>	Survey bureau now in operation in house. Pathways for satisfied/dissatisfied information to be confirmed. A clear operational flow needs to be established for positive/negative responses, including marking service as 'outstanding':	CI Mills	<ul style="list-style-type: none"> <li>Update required on progress – see written review from 29/07/16 and meeting booked with CI Mills for 17/08/16</li> </ul>

	<ul style="list-style-type: none"> <li>• Requiring QA/deployment to Contact Mgmt</li> <li>• Requiring follow up/learning/management intervention</li> <li>• Requiring reward and recognition</li> <li>• Daily risk and threat agenda should include any update from survey bureau for expeditious intervention</li> </ul>		
5	Daily risk and threat meetings need to task team Sgt ring backs, and DRI accountability of same. Entry needs to be made on vicman (key word usage of 'ringback') aiming for the optimum 7 day time frame for dip sampling	ACC Bates/ Ops Supts	<ul style="list-style-type: none"> <li>• Update from Ops Supts required on 12/08/16 with ringback updates</li> <li>• Vicman process needs evaluating</li> </ul>
6	Analytical work to search for keyword 'ringback' on vicmans required to feed information into divisional quality boards for BCU to establish if ringbacks are being conducted by supervisors	Supt Ashton	
7	Divisions to update with action taken around officers on PIU plans, where they sit in the satisfaction/outcome data and what on-going action is planned.	Ops Supts	<ul style="list-style-type: none"> <li>• Update from Ops Supts required on 12/08/16</li> <li>• On QPR agenda for November 2016</li> </ul>
8	To examine the local and Force level reward and recognition approaches to enhance and celebrate delivery of quality of service.	Supt Ashton/Liz Riding	<ul style="list-style-type: none"> <li>• Awards paper being developed by media and engagement (Liz Riding)</li> <li>• Key points to be agreed for QoS training</li> </ul>
9	Integrate the quality of service board learning into force supervisory and street skills training modules.	T/Insp Gareth Stubbs & Victor Robinson	<ul style="list-style-type: none"> <li>• Update forthcoming on street skills business case meeting 03/08/16</li> </ul>
10	Electronic calling cards – Samsung devices – consider evaluating the incoming and outgoing call	T/Insp Dave Hannan	<ul style="list-style-type: none"> <li>• Samsung data to show usage – considered removing 'edit' field on internal telephone directory</li> </ul>

## Appendix A

	data from devices and feed this into quality boards for comparison to satisfaction data?		<ul style="list-style-type: none"> <li>• Technical update required, including implementation and usage data</li> </ul>
11	Scoping the volunteer teams for ring backs – potentially to be embedded in NHP as part of the PCSO revisit process	CI Mills	<ul style="list-style-type: none"> <li>• Update required on roposal written by C/Insp Mills and circulated to Ops Supts</li> </ul>
12	Develop the survey, process and policy around DA surveying to enable us to provide the data as requested by NPCC.	CI Mills	<ul style="list-style-type: none"> <li>• Update required</li> </ul>
13	Develop ITK or Northgate solution to ‘manage my crime’ victim journey	Supt Platt	<ul style="list-style-type: none"> <li>• Project Board developing this approach</li> <li>• Northgate engagement project needs evaluating</li> </ul>
14	Produce satisfaction delivery slides for appropriate scrutiny at TMB/SMB/Strategic Scrutiny	Supt Ashton	<ul style="list-style-type: none"> <li>• As with item 3 review required to confirm data is appropriate/providing value to Ops Supts</li> </ul>
15	Build into the initial victim contact an option to establish preferences for method of contact. Scope the value of this at initial log stage/crime/crime report.	Supt Asthon	<ul style="list-style-type: none"> <li>• As part of the futures work in Comms/IIU – question sets are being reviewed</li> <li>• The victims journey – perfect flow update</li> </ul>
16	Actual usage of/interaction with satisfaction products, namely “Team and Individual Satisfaction file” to be monitored	C/Insp Mills	<ul style="list-style-type: none"> <li>• Data to be obtained to show which supervisors are using/accessing the products and circulate this information to Ops Supts – data to be reviewed on 12/08/16</li> </ul>

### Completed actions

12	<b>Officers (via buzz) raising personal security concerns about leaving their names and details with members of the public rather than only their collar/warrant number</b>	ACC Bates	<b>Completed</b>
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### Proposed BCU process for compliance intervention

- 1) By the end of each calendar month, all DRIs and Neighbourhood Inspectors will be required to provide a short report that includes:
  - The overall team measure for the teams they are responsible for (measuring overall at least fairly satisfied) for both all aspects AND follow up as a specific stand-alone.
  - Using the same measures, highlight any individual officers who are doing really well – and why they believe this to be the case
  - Using the same measures, highlight any individual officers who need to improve – especially in relation to follow up.
  - Identify what action is being taken to improve and where this is documented
- 2) List at least 5 crime reference numbers in which a sergeant or the Inspector has done a ring-back to check the quality of the service provided by the officer. This must be documented on the Vicman.
- 3) At the end of each month, one team that needs to improve has the sergeants and inspector booked in to see Supt (via Lync if needed) to discuss quality for their team.
- 4) At the end of each month any team with outstanding satisfaction levels can be considered for appropriate reward and recognition