



Nottinghamshire

POLICE & CRIME COMMISSIONER

Mystery Shopping Handbook 2017

This document will give Volunteers an introduction to Mystery Shopping and the role of the Mystery Shopper:

What is Mystery Shopping?

Mystery Shopping is a form of market research where individuals are trained to observe, experience and evaluate the customer service and engagement process of Nottinghamshire Police,

What does a Mystery Shopper do?

A Mystery Shopper acts as a customer and undertakes a series of agreed tasks, which monitor the quality and delivery of customer service. They then report back on their experiences in a detailed and objective way.

For example, a Mystery Shopper may be asked to listen in to 101 Non-emergency phone calls. Monitoring how customers are greeted and how professionally their request has handled – was the member of staff police helpful and informative?

Or a Mystery Shopper may be asked to visit a Police Station to request information, check the opening hours are clearly displayed and that there is appropriate mobility access and parking.

A Mystery Shopper may also be asked to attend local Neighbourhood Policing meetings to report on how the local priorities are delivered and to navigate the Nottinghamshire Police Website to look for information about their local area.

The Mystery Shopper would then have to report back accurately and objectively by completing a questionnaire.

There will also be some one day activity such as Custody Food Tasting

The Mystery Shopping activity will vary depending upon the type of customer service being surveyed.

What is the purpose of the Mystery Shopper research?

The purpose of mystery shopper research is to provide information to the Commissioner to help him review the quality and delivery of policing in Nottinghamshire. This is intended to assist the organisation to focus on customer service improvements by providing them with information on the quality of their current service.

How long will it take?

The timings of each activity will vary depending on the type of Mystery Shop.

Each activity will be discussed with the Mystery Shoppers and we will agree specific times with each Volunteer before they carry out their Mystery Shopper activity.

Will staff know that a Mystery Shopper activity is taking place?

The Chief Constable will have been informed that the Commissioner intends to undertake mystery shopper research, but will not be told when or by whom.

What skills are required?

- Excellent customer service skills.
- Reliable and committed to providing a regular service.
- Treat all people with dignity and respect.
- Able to work as part of a team.
- Good written and verbal communication skills.
- Excellent organisational skills.
- Ability to be discreet.
- Ability to work independently.
- Sensitive to the needs and confidentiality of individuals whom they may come into contact with as a result of their role.

Personal Development

We believe that the training, support and experience you receive working as a Mystery Shopper for the NOPCC will help you develop skills which could assist you in your future development, by improving communication skills and building confidence.

Health & Safety

Mystery Shoppers will conduct personal visits in pairs for safety reasons.

Questionnaires

The purpose of the questionnaire is to ensure a consistent approach by Mystery Shoppers.

The questionnaire must be simple and easy to follow and be capable of accurately reflecting a range of responses.

The questions should seek to establish if accepted good practice is being followed on a day to day basis.

Confidentiality and Social Media

Mystery Shoppers will be required to handle and deal with restricted and confidential information and will be required to adhere to social media and confidentiality guidelines.

Mystery Shoppers will not discuss or share any information in connection with Nottinghamshire Police or the Office of the Police & Crime Commissioner on social media or social networking sites.

TRAINING AND DEVELOPMENT

An induction training day will be organised for successful applicants where they will receive a Training and Induction Package which includes:

- Volunteer Policy
- Mystery Shopper Procedures Handbook
- Travel Expenses Procedure
- Information Manual (contact details, directions to police stations, questionnaires etc)
- Training & Development Plan
- Project Programme
- Confidentiality
- Data Protection
- Health & Safety
- Equality & Diversity
- Insurance
- Risk Assessment
- Terms of Appointment

Volunteers will be regularly assessed and support and supervision sessions will be arranged with each volunteer at the end of the 6 month probationary period and then every 2/3 years or as requested by the Mystery Shopper or Volunteer Manager.

Training Scenarios

The scenario sets the scene that the Mystery Shopper will enact and gives the shopper an initial question to ask. The scenario will be simplistic and realistic, making it easy for the Mystery Shopper to follow.

Scenarios will be similar to everyday enquiries received from the public and familiar to experienced staff. Scenarios will be straightforward, relevant, believable, sensible, realistic and safe.

APPENDIX 1

MYSTERY SHOPPER VOLUNTEER ROLE DESCRIPTION

Role Purpose:

Working as a volunteer for the Office of the Police & Crime Commissioner, you will support the Commissioner in a range of activities to review and evaluate the customer service and engagement process of Nottinghamshire Police.

Principal Duties and Responsibilities:

Day to day duties and responsibilities will cover all or some of the following general activities. These activities are designed to provide guidelines rather than describe in detail specific roles.

1. A Mystery Shopper will act as a customer and undertake a series of agreed tasks, which monitor the quality and delivery of customer service.
2. A Mystery Shopper will report back on their experiences in a detailed and objective way to provide information to the Commissioner to help him review the quality and delivery of policing in Nottinghamshire.
3. A Mystery Shopper will undertake tasks set out in an agreed Programme in line with the Mystery Shopper Scheme Guidance.
4. A Mystery Shopper will attend Team Meetings and Training as required.
5. A Mystery Shopper will complete and submit expense claim forms in accordance with the scheme guidelines.
6. A Mystery Shopper will carry out their duties with regard to the Health & Safety requirements of the Scheme.

APPENDIX 2

MYSTERY SHOPPER VOLUNTEER PERSON SPECIFICATION

Mystery Shoppers must:

Essential Criteria

		MEASURE BY
1.	Demonstrate sufficient time and flexibility to carry out the role of a Mystery Shopper for a minimum of 12 months.	Application/Interview
2.	Be reliable and punctual.	Interview/Reference
3.	Work with other Mystery Shoppers as part of a team to meet the Mystery Shopper programme requirements.	Application/Interview/Reference
4.	Be able to communicate well both orally and in writing.	Application/Interview
5.	Demonstrate respect for people from diverse communities and be able to communicate effectively with people from a variety of backgrounds.	Application/Interview
6.	Demonstrate an independent and impartial view.	Application/Interview
7.	Have the ability to maintain confidentiality and handle sensitive information.	Application/Interview
8.	Have access to appropriate private or public transport to undertake programmed visits.	Application/Interview
9.	Not be an officer or employee of Nottinghamshire Police.	Application
10.	Be aged 18 years or over.	Application

Desirable Criteria

		MEASURE BY
1.	Demonstrate an ability to complete forms clearly.	Application
2.	Have some knowledge of Mystery Shopping type schemes that help review the quality of services.	Application/Interview

APPENDIX 3

RISK ASSESSMENTS

NPCC is committed to the health and safety of our volunteers. Risk assessments are undertaken and, where risks are identified, NPCC will act to eliminate/minimise those risks. Volunteers will be provided with all appropriate information, training or equipment they need to remain safe. Volunteers are expected to remember their duty of care towards the people around them, and not act in a way that might endanger anyone.

Every person has the right to work/undertake their role in a safe environment. To enable this to happen, volunteers are covered in the following ways:

- For each role, a risk assessment will be undertaken by NPCC and a copy supplied to the volunteers on commencement of their role
- Volunteers are covered by the Nottinghamshire Police insurance policy (in the Public and Employees Liability Cover) for the role they have agreed to carry out
- A Risk Assessment will be drawn up for each type of Mystery Shop Activity. As each activity will be different the hazards and controls will be assessed by:
 - ✓ Identifying the Hazards
 - ✓ Considering who might be harmed
 - ✓ Evaluating the Risks
 - ✓ Recording the Findings eg

The Hazards

How Mystery Shoppers may be harmed by them

What is in place to control the risks.

APPENDIX 4

APPOINTMENT OF VOLUNTEERS

- (i) Volunteers should be independent persons of good character and who are able to make informed judgements in which the community can have confidence and which the police will accept as fair criticism when it is justified. Any person over the age of 18, living or working in Nottinghamshire and resident in the UK for at least 3 years prior to the date of application, may be appointed as a Volunteer. To avoid potential conflict of interest, Police and Crime Commissioner Members and Staff, Police Staff, Special Constables, Magistrates, employees of the Probation Service and serving former Police Officers will be excluded. Applications from others involved in the criminal justice system will be considered individually, having regard to the public service principle of being seen to be independent and impartial.
- (ii) Volunteers will be recruited by the Commissioner on the basis of the person specification and following interview. In making appointments the Commissioner will have regard to the importance of ensuring that the overall set of independent Volunteers is representative of the local community and provides, so far as practicable, a suitable balance in terms of age, gender and ethnicity. The Commissioner will make all reasonable adjustments to accommodate those with disabilities and those who do not have English as a first language but who are able to communicate effectively so as to be understood, where they are considered suitable candidates. The selection process will include the completion of an application form, the checking of criminal records, the taking up of 2 references and the undertaking of an induction training session.
- (iii) Basic police security checks are undertaken, however past offending is not an automatic barrier to acceptance and each case will be considered on its specific circumstances. Any failure to disclose convictions will be treated very seriously and may lead to exclusion.
- (iv) Appointments are subject to vetting or security clearance. Vetting renewal will be undertaken for all Volunteers before appointments are renewed.
- (v) Each applicant will be subject to shortlisting and applicants invited for interview will be notified in writing of the outcome of their interview. Successful candidates will be provided with an appointment letter informing them of details of induction training. Following induction training newly appointed Volunteers will be given a written memorandum of understanding and Volunteer Agreement summarising the agreed responsibilities and expectations of the Volunteer and the Police and Crime Commissioner. Volunteers will also be given an Information Security document.
- (vi) Upon appointment, new recruits will be required to complete a six month probationary period during which time they will be partnered with experienced Volunteers.
- (vii) Volunteers will be appointed for a three year term subject to satisfactory completion of induction and a bi-annual review of suitability. If a Volunteer wishes to remain on the scheme at the end of the 3 year period, a review will be undertaken. Key factors in renewing appointments will be performance, reliability and attendance at team meetings and training sessions. At the time of the 3 year review basic police checks will again be undertaken.
- (viii) Upon leaving the scheme Volunteers will be asked to complete an exit form (Appendix 7) to identify any underlying reasons for leaving the scheme and to help assess any necessary steps that may prevent other volunteers from leaving.

REMOVAL FROM THE SCHEME

- (i) Where a Volunteer is in breach of the ethical code of practice, or acts in any way which it is thought to exceed the rules, or their functions and duties as set out in the job description, the matter will be brought to the attention of the Commissioner. A Volunteer may be removed from the scheme if the Commissioner is satisfied that the complaint is justified. Misconduct may include matters such as a conviction for a criminal offence or abusing the position of a Volunteer by failing to act in accordance with the agreed guidance and expectations. Poor performance can relate, for example, to a failure to attend for Visits or failure to complete adequate reports.
- (ii) Where poor performance is identified the Chief Executive will notify the Volunteer concerned, in writing, providing the Volunteer with a timescale in which to demonstrate improved performance. If there is a failure to improve performance during this time removal will be considered.
- (iii) Where removal from the scheme is considered, the Chief Executive will notify the Volunteer concerned, in writing, of the grounds on which removal is being considered.
- (iv) If the decision is to remove the Volunteer, he/she will be informed in writing. The procedure for removal will allow the Volunteer concerned to make oral or written representations to the Chief Executive prior to a decision being made. The Volunteer will be informed that if he/she disagrees with the decision he/she will have a right to appeal to the Police and Crime Commissioner. An appeal must be lodged within 21 days of the decision to remove the Volunteer.

APPENDIX 5

VOLUNTEERS TERMS OF APPOINTMENT AND APPEALS PROCEDURE

1. On appointment Volunteers will receive a Memorandum of Understanding which sets out expectations from the Nottinghamshire Police and Crime Commissioner and explains what levels of support/training/feedback they will receive.
2. All appointments will be on a probationary period of 6 months (this can be extended if the Chief Executive to the Police and Crime Commissioner considers it appropriate).
3. Appointments will only be confirmed on successful completion of this probationary period. In deciding what is successful the Chief Executive to the Police and Crime Commissioner will take into account the following:-
 - Number of visits carried out to comply with previously advised rotas.
 - Feedback from experienced Volunteers
 - Views from the Volunteer Manager..
4. On completion of enquiries relating to item 3 above, probationary Volunteers will receive notification, in writing, of the decision regarding their appointment. If the appointment is declined there is a right to appeal to the Police and Crime Commissioner. The appeals procedure is set out in item 9 below.
5. Following a satisfactory probationary period a Volunteer will be appointed for a period of 3 year during which they will carry out their duties in accordance with the terms of the appointment letter.
6. The Chief Executive to the Police and Crime Commissioner will review the performance of Volunteers from time to time and has the right to terminate appointment in the light of unsatisfactory performance of their duties. Volunteers may appeal against a decision to terminate their appointment. The appeals procedure is set out in item 9 below.
7. At the end of the 3 year period the Volunteer will be asked if they wish to continue after that time and the Chief Executive to the Police and Crime Commissioner will take into account the following:
 - Number of activities carried out to comply with previously advised rotas.
 - Feedback from experienced Volunteers.
 - Views from the Volunteer Manager.
 - Attendance at the Commissioner's organised training/conferences.
 - Attendance at locally organised team meetings.

8. On completion of enquiries relating to item 7 above, the Volunteers will receive notification, in writing of the decision. If they are unsuccessful they may appeal to the Police and Crime Commissioner. The appeals procedure is set out in item 9 below.
9. The appeals procedure in relation to all matters regarding the appointment/termination of Volunteers will be carried out as follows: -
 - The Volunteer will be advised in writing of the matters of concern regarding the appointment/reappointment. All correspondence will be sent recorded delivery.
 - The Volunteer will be asked to respond in writing within 21 days to the issues raised.
 - The Chief Executive will present a report to Police and Crime Commissioner, along with any written responses, or supportive documents from the Volunteer.
 - The Volunteer will be invited to hear any discussions and to answer any questions that the three officers of the Police and Crime Commissioner may wish to ask.
 - The Volunteer will be excluded from the decision making process which will be held immediately after the meeting.
 - The Volunteer Manager will notify the Volunteer within seven working days of the final decision of the three Police and Crime Commissioner officers.
 - The decision of the Police and Crime Commissioner will be final.

APPENDIX 6

MEMORANDUM OF UNDERSTANDING (VOLUNTEER AGREEMENT.)

This agreement between.....and the Nottinghamshire Police and Crime Commissioner indicates the importance with which the organisation views the relationship between itself and its Volunteers.

Role of a volunteer

A Volunteer is an unpaid person who performs roles that are additional to the regular work undertaken by full and part time staff. This agreement does not create an employment relationship.

Volunteer

Whilst on duty, volunteers will work under the supervision of, or with the support of Nottinghamshire Police and Crime Commissioner and staff.

As a Volunteer, you will be expected to: -

- Be bound by this volunteer agreement.
- Respect the ethos of NPCC/Nottinghamshire Police, in particular, (a) To maintain strict confidentiality in respect of all information, which may become known to you in your capacity as a volunteer. (b) To act in accordance with the relevant legislation, including the Data Protection Act 1998, The Computer Misuse Act 1990, Working Time Regulations 1998 and Health and Safety legislation.
- Maintain personal circumstances, which retain your eligibility to hold the position of Volunteer and to notify any change forthwith to the Volunteer Manager.
- Maintain a level of proficiency.
- Be smart, punctual and perform all functions efficiently.

Nottinghamshire Police and Crime Commissioner will provide.

- Re-imbursement of out of pocket expenses.
- Appropriate training and personal development to allow you to fulfil the role of an NPCC Volunteer.
- Welfare and support mechanisms within duty service which, wherever possible, mirror those of NPCC employees.
- Application and access to NPCC procedures in relation to grievance, harassment and equal opportunities.
- An environment in which volunteers will be treated with respect and courtesy as colleagues whose personal skills and abilities are welcomed as a valued contribution to Nottinghamshire Police and Crime Commissioner.

I accept the offer of appointment as a Volunteer within Nottinghamshire Police and Crime Commissioner and agree to the terms and conditions set out in this document.

I am aware that Nottinghamshire Police and Crime Commissioner reserves the right without explanation, to withdraw consent for access to force premises or information systems.

Declaration

I declare that I am physically fit to carry out the duties outlined in the role profile and I agree to notify the Volunteer Manager if there are any changes regarding my fitness that may prevent me from carrying out my duties.

Signature of Volunteer _____

Print name in full _____

Date _____

Signed on behalf of the
Nottinghamshire Police
And Crime Commissioner _____

Date _____

APPENDIX 7

NOTTINGHAMSHIRE POLICE AND CRIME COMMISSIONER
CLAIM FOR TRAVELLING EXPENSES – VOLUNTEERS

Name: - _____ Engine Capacity _____ cc Reg No _____

Address _____

DATE	VENUE VISITED	FARES eg BUS/TRAIN/TAXI/ PARKING	NUMBER OF MILES	RATE PER MILE	MILEAGE ALLOWANCE CLAIMED	NOTES

DECLARATION BY VOLUNTEER

I DECLARE that where claimed, I have actually and necessarily incurred expenditure on travelling in the performance of approved duties and have actually paid the fares and made other payments for which reimbursement is claimed, all of which are in accordance with the current regulations of the Police and Crime Commissioner.

I CLAIM the allowances in the performance of the approved duties shown and have not made and will not make any claim on any other body in respect of these same duties.

Signature of Volunteer: _____

Date: _____

Signature of Authorisation by Police and Crime Commissioner _____



MYSTERY SHOPPING SCHEME

EXIT FORM

The purpose of this form is to identify any underlying reasons for Independent Custody Visitors leaving the Scheme and to help assess any necessary steps that may prevent other volunteers from leaving for similar reasons. This information will also assist the Police Authority to conduct an effective role analysis and project training need for other Independent Custody Visitors.

NAME:

ADDRESS:

DATE APPOINTED:

LEAVING DATE:

1. What is your reason for leaving?

.....

.....

.....

2. If you have accepted another volunteer role, what attracted you to it?

.....

.....

.....

3. In relation to your time as an Independent Custody Visitor, do you have any suggestions for improvement?

.....

.....

.....

4. How do you feel about the training you have been offered or received?

.....

.....

.....

5. What have the relationships been like between yourself, fellow Custody Visitors and Police & Crime Commissioner Staff and could they be improved?

.....

.....

.....

6. Are there any other comments that you wish to make?

.....

.....

.....

SIGNATURE OF CUSTODY VISITOR:

DATE:

SIGNATURE OF VOLUNTEER MANAGER:

DATE:

On completion, please return this form to the Office of the Police & Crime Commissioner in the envelope provided.

Any queries in respect of this scheme should be addressed to:

Jackie Nash

Volunteer Manager

Nottinghamshire Police and Crime Commissioner's Office

Arnot Hill House, Arnot Hill Park,

Nottingham NG5 6LU

Telephone: 0115 844 5998

email: jackie.nash@nottinghamshire.pnn.police.uk