

Nottinghamshire Police and Crime Commissioner

Notice of Decision



Nottinghamshire
POLICE & CRIME COMMISSIONER

Author:	Jackie Nash
Telephone number:	801 2006
E-mail address:	Jackie.nash@nottinghamshire.pnn.police.uk
For Decision or Information	Decision
Date received*:	16 th May 2013
Ref*:	2013.017

*to be inserted by Office of PCC

TITLE: Mystery Shopping Volunteer Strategy

EXECUTIVE SUMMARY:

The introduction of the Mystery Shopping Scheme to increase the PCC's pool of volunteers to include quality service testing and observations from the perspective of the customer.

INFORMATION IN SUPPORT OF DECISION: (e.g report or business case)

Report – Mystery Shopping Volunteer Strategy

Is any of the supporting information classified as non public or confidential information?**

Yes ☐ No ☒ X

If yes, please state under which category number from the guidance**:

DECISION:

To agree the Mystery Shopping Volunteer Scheme.

DECLARATION:

I confirm that I do not have any disclosable pecuniary interests in this decision and I take the decision in compliance with the Code of Conduct for the Nottinghamshire Office of the Police and Crime Commissioner. Any interests are indicated below:

The above request has my approval.

Signature: 
Nottinghamshire Police and Crime Commissioner

Date:

16/5/13

OFFICER APPROVAL

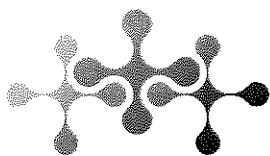
I have been consulted about the proposal and confirm that the appropriate advice has been taken into account in the preparation of this report. I am satisfied that this is an appropriate request to be submitted to the Police and Crime Commissioner.

Signature: 
Chief Executive

Date:

18th May 2013

** See guidance on non public information and confidential information.



Nottinghamshire

POLICE & CRIME COMMISSIONER

Mystery Shopping, Environmental Audit and Community Engagement

Volunteer Strategy

1) Aims and Objectives

To increase the Police & Crime Commissioner's pool of volunteers to include quality service testing and observations from the perspective of the customer.

The aim of the Mystery Shopping scheme is to measure existing service standards from the perspective of the customer, identify best practice and areas that would benefit from training, development and investment and reinforce the customer focussed culture that is at the heart of policing in Nottinghamshire.

The objectives of a mystery shopping programme are:

- To provide information on the quality of service delivered by Nottinghamshire Police.
- To identify improvements in service delivery.
- To increase customer satisfaction.

The results of all mystery shopping exercises carried out will be used to identify any areas for improvement, to ensure that Nottinghamshire Police is providing the best possible standard of service to the people of Nottinghamshire.

The functions of these Volunteers would in the first instance focus on the following types of research, but not exclusively:

2) Front Counter

It is important that all police stations present a professional image to the public and should be friendly and welcoming to customers. Front counter staff should be helpful know the correct procedure for customers wishing to make a complaint and the role of the Commissioner and IPCC.

Methodology

- Visiting Police Station front counters to gain information, advice or to ask how to make a complaint.

- Ensuring that notices are displayed informing the public that they are entitled to ask for privacy.
- Locating a bell or buzzer to summon assistance when the counter is not attended.
- Assessing the police station interior and front counter to ensure it is clean and tidy and that there is useful information for visitors
- Considering the manner of the staff – being greeted well and treated politely.
- Assessing the police station exterior to ensure the station is signposted from the main road, the display notice board is up to date with opening times and that there is easy access for all customers.

3) Website

In order to test the Force's commitment to Neighbourhood Policing, volunteers will be tasked with researching Safer Neighbourhood Teams for a particular area.

Volunteers will also be tasked with assessing accessibility and navigation of the website.

Methodology

- Finding contact details of Safer Neighbourhood Teams.
- Testing for Force Website to look for details of local police surgeries and community meetings, establishing whether the meetings take place as advertised and that appropriate mechanisms are in place to minimise the inconvenience if a meeting has to be cancelled.
- Testing website accessibility, navigation, readability, complaints information, contact page and links.

4) Telephone

Following the roll out of the new 101 Non-Emergency telephone number, members of the public have complained that calls are not answered or they are connected to the wrong person.

Methodology

- Volunteers will be tasked with using the 101 Non-Emergency telephone number to contact the Safer Neighbourhood Team for a particular area or to ask for general information such as how to get crime prevention information and advice on the complaints procedure.
- Reporting on length of time before call answered, greeting, call transfer and how the call ended.

5) **Neighbourhood Policing/Partnership Meetings**

The Nottinghamshire Police Neighbourhood Policing Strategy requires the police to hold quarterly Neighbourhood Priority Setting Meetings, giving the public the chance to meet their local team and agree local policing priorities. Volunteers would attend local neighbourhood policing and partnership meetings to see how local priorities are agreed and discussed.

Methodology

Sampling the quality, content and relevance of the meetings with regard to:

- Accessibility of venue.
- Public attendance.
- Partner attendance.
- How priorities are identified.
- Delivery of priorities.
- Information on levels of crime and ASB.
- Information on arrests/convictions.
- Level of public views and opinions expressed.
- Updates on action taken to address the last quarter's priorities.

6) **Environmental Audits**

Volunteers would be sent to precise locations to collect specific information on environmental/community safety concerns to assist the Commissioner to answer complaints and to improve the quality of life of local residents.

- Adequate street lighting.
- Litter/fly tipping.
- Illegal parking of vehicles (blocking pavement access)
- Speeding traffic.
- Other quality of life concerns

Methodology

- A team of volunteers could be tasked with looking at a specific area as a result of a complaint or feedback from a community engagement event.
- Visiting a geographical area to record whether they encounter a Police Officer, Special Constable or PCSO and if they did what the experience was like eg were they approachable and helpful.
- Visiting local shopping areas with regard to community safety to measure the level of graffiti, litter and street lighting.

7) Community Engagement

Assisting with the Commissioner's community engagement activity using questionnaires and events to explore how the people of Nottinghamshire feel about their police service and to provide information.

Methodology

- Assisting the Commissioner with attending large summer events and shows and engaging with the community.
- Handing out/delivering leaflets in specific areas advertising the Commissioner's Community Engagement events.

8) Recruitment of Volunteers

- Initially 12 Volunteers will be recruited who will be split into 3 teams covering the North and South of the County and the City.
- The Volunteers may not be needed all the time but should commit to take part in a minimum of 2 projects a month.
- Volunteers working away from home should always work in pairs or teams for security and health and safety purposes.
- The Volunteer Manager should actively seek to recruit people who are under-represented in the community.
- Young people should be included in the team of volunteers and schools, colleges and youth organisations should be approached with regard to recruitment. However, young people should always be supervised on any project.
- An application pack should be provided to all candidates including Role Description, Person Specification, Application Form, Equalities Monitoring Form, Volunteers Handbook and Volunteer Policy.
- Volunteers must be vetted to the appropriate standard.
- Appropriate ID should be provided to volunteer.
- Two references must be provided before volunteers are accepted onto the scheme.
- Volunteers will be expected to complete a 6 month probationary period.
- Volunteers will be provided with an appropriate training and development package and support to allow them to fulfil their role.
- Volunteers will be expected to sign a Volunteer Agreement.

9) Consideration should be given to:

- It is recognised that many of the exercises undertaken by Mystery Shoppers will be concerning the gathering of information about the public's view of services and as such there may be some factual inaccuracies in the information gathered by the

volunteers. Every effort will be made to check the accuracy of the information before reporting on it publicly.

- Whilst results of the Volunteer exercises should not be taken as a definitive statement of fact, they do represent the genuine views of the public and the lessons learned from these results should be taken seriously.
- It is important that the Commissioner is seen to act upon any findings by the volunteers and that regular feedback is provided to them. Also, poor customer service could have a negative impact on public confidence.
- None of the Volunteer exercises should involve volunteers raising incident references, crime reports or significantly distracting officers from their work and scenarios for Mystery Shoppers must be correctly devised to ensure that this does not occur.
- Managing, training, supervising and monitoring of the volunteers will be time consuming and volunteers may not always be available to carry out projects.

10) Financial Implications

12 Volunteers, 3 teams – North, South and City.

Travel Expenses (Wherever possible Volunteers should car share).

TEAM	PROJECT ACTIVITY	COST	TOTAL	TOTAL PER YEAR
North (Per month)	Police Station Visit	£18 (round trip) x 2 volunteers	£36	£864
	Neighbourhood Policing Meeting	£18 (round trip) x 2 volunteers	£36	

TEAM	PROJECT ACTIVITY	COST	TOTAL	TOTAL PER YEAR
South (Per month)	Police Station Visit	£18 (round trip) x 2 volunteers	£36	£864
	Neighbourhood Policing Meeting	£18 (round trip) x 2 volunteers	£36	

TEAM	PROJECT ACTIVITY	COST	TOTAL	TOTAL PER YEAR
City (Per month)	Police Station Visit	£10 (round trip) x 2 volunteers	£20	£480
	Neighbourhood Policing Meeting	£10 (round trip) x 2 volunteers	£20	

TEAM	PROJECT ACTIVITY	COST PER MEETING (Arrow Centre)	TOTAL PER YEAR
All 3 Teams	Quarterly Team Meetings	£240	£960

Mobile Phone

Mobile Phone x 12 (one off cost per volunteer)	£20 each	Total £240
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Calls to 101 number (15p per call)	6 calls per month 90p	Total per year £10.80
Calls to arrange visit activity	6 calls per month £3	Total per year £72

Stationery

Report Questionnaires Other stationery (letters, programmes, pre-paid envelopes, postage)	£500 per year
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Refreshments

TEAM MEETING (QUARTERLY)	CATERING PER HEAD	TOTAL PER MONTH	TOTAL PER YEAR
12 Volunteers	£6.00	£72	£288

TOTAL EXPENSES PER YEAR

TRAVEL	£3,200	RECURRING
PHONE CALLS	£ 100	
STATIONERY	£ 500	
REFRESHMENTS	£ 300	
MOBILE PHONES	£ 300	ONE OFF PAYMENT
TOTAL	£4,400	

The Mystery Shopping, Environmental Audit and Community Engagement Volunteer Scheme will be managed by the Commissioner's Volunteer Manager alongside the Independent Custody Visiting Scheme and the Animal Welfare Lay Visiting Scheme.

11) Programme of Projects

Each Volunteer will be scheduled to cover 2 projects a month. Projects are:

- Neighbourhood Policing Team/Partner Meeting
- Telephoning the 101 Non-Emergency Number
- Visiting a Police Station
- Web Research

Following each Project volunteers will be required to complete a questionnaire.

Environmental and Community Engagement Projects will be allocated on an ad hoc basis with regard to task/event and volunteer availability.

SAMPLE PROJECTS PROGRAMME (TEAM ONE – 4 VOLUNTEERS)

MONTH	NEIGHBOURHOOD POLICING/ PARTNER MEETINGS & 101 PHONE CALLS	POLICE STATION VISITS & WEB RESEARCH
January	Volunteers 1 & 2	Volunteers 3 & 4
February	Volunteers 3 & 4	Volunteers 1 & 2
March	Volunteers 1 & 3	Volunteers 2 & 4
April	Volunteers 2 & 4	Volunteers 1 & 3
May	Volunteers 1 & 4	Volunteers 2 & 3
June	Volunteers 2 & 3	Volunteers 1 & 4
July	Volunteers 1 & 2	Volunteers 3 & 4
August	Volunteers 3 & 4	Volunteers 1 & 2
September	Volunteers 1 & 3	Volunteers 2 & 4
October	Volunteers 2 & 4	Volunteers 1 & 3
November	Volunteers 1 & 4	Volunteers 2 & 3
December	Volunteers 2 & 3	Volunteers 1 & 4

12) 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
- 12 month 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 probationary period and then every 12 months.

