

<b>For Information / Consideration / Comment / Decision (delete as appropriate)</b>	
<b>Public/Non Public*</b>	<b>Public</b>
<b>Report to:</b>	<b>Audit and Scrutiny Panel</b>
<b>Date of Meeting:</b>	<b>24<sup>th</sup> September 2015</b>
<b>Report of:</b>	<b>Paddy Tipping Police Commissioner</b>
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<b>Agenda Item:</b>	<b>08</b>

\*If Non Public, please state under which category number from the guidance in the space provided.

## **MYSTERY SHOPPER REPORT JULY 2014 – APRIL 2015**

### **1. Purpose of the Report**

- 1.1 The purpose of the report is to provide the Joint Audit and Scrutiny Panel with the PCC's Mystery Shopper Report for July 2014 – April 2015.

### **2. Recommendations**

- 2.1 That the Panel consider the Mystery Shopping Report and feedback to the Commissioner on the content of the report.

### **3. Reasons for Recommendations**

- 3.1 To provide information to the PCC to help him review the quality and delivery of Nottinghamshire Police's Customer Service.

### **4. Summary of Key Points (this should include background information and options appraisal if applicable)**

- 4.1 The key points are summarised within the body of the Mystery Shopper Report pages 1 – 5.
- 4.2 Priority Setting Meetings: those meetings that went ahead were considered good and informative but many are not well attended. For those cancelled, it was disappointing that the website had not been updated with this information.
- 4.3 101 Recorded Calls: generally considered this service to be operating efficiently and effectively.
- 4.4 Custody Food tasting: generally meals considered suitable for detainees who were detained for up to 24 hours. Beyond this period the meals were not considered to be the best quality.

### **5. Financial Implications and Budget Provision**

- 5.1 None as a direct result of this report.

## **6. Human Resources Implications**

6.1 None as a direct result of this report.

## **7. Equality Implications**

7.1 None as a direct result of this report.

## **8. Risk Management**

8.1 None as a direct result of this report.

## **9. Policy Implications and links to the Police and Crime Plan Priorities**

9.1 This report supports the Police & Crime priorities in ensuring: calls to the 101 number are managed efficiently and effectively and; that the public are kept informed of policing in their area.

## **10. Changes in Legislation or other Legal Considerations**

10.1 None.

## **11. Details of outcome of consultation**

11.1 None.

## **12. Appendices**

12.1 Mystery Shopper Report July 2014 – April 2015.

12.2 Appendix A – Priorities Setting Meetings

12.3 Appendix B – Nottinghamshire Police 101 Recorded Calls.

12.4 Appendix C – Custody Food Tasting Survey.