

CSE Assessment Services Action Plan for Compliance and Future Review

TRANSITION VISIT AGAINST THE CUSTOMER SERVICE EXCELLENCE STANDARD

Applicant		Heddlu Dyfed-Powys Police		Date	12-14 & 28 Jan 2009
Applicant ID		14772		Assessor	MPA Smith
Element	AAT Rating	AAM Compliance	Non-Compliance Action		Time Framework
1.1.2	Satisfactory	Partial	<p>(1st theme) TR09 N224 The Young Persons Consultation Panel is not yet operational. There is some good evidence here but it is not clear that you have developed customer insight for the full range of your customer groups.</p> <p>(2nd theme) TR09 Although your are actively developing your engagement strategy your evidence does not show that you have a full picture of the needs and preferences of all your customer groups.</p>		Rolling Programme
3.1.1	Satisfactory	Partial	<p>(1st theme) TR09 Although information is available through N175 & 189 and on your website, there was insufficient evidence this year to confirm that local venues have continued to make information about all aspects of services widely available.</p> <p>(3rd theme)TR09 Your website gives information on how services are run and who is in charge, but the amount of information given varies considerably from station to station. There was insufficient evidence this year to confirm that local venues make information available about how the Force is run and who is in charge for full compliance.</p>		Rolling Programme
4.1.2	Satisfactory	Partial	<p>(2nd theme) TR09 Each household receives a report about performance and details are also published on the website. There is, however, insufficient evidence to show that the Force publishes performance at local venues or police stations for full compliance.</p>		Rolling Programme
5.2.1	Satisfactory	Partial	<p>TR09 Documents confirm the variety of ways of providing information about standards. Media releases are viewed as an extremely valuable means of communication. Although each household receives a copy of the Local Policing Summary, there was a lack of evidence to demonstrate that standards are displayed at stations or venues visited by transient populations, newcomers or people who may not have read the local publications.</p>		Rolling Programme

Rolling Programme Review

CSE Assessment Services requires a completed AAT and evidence demonstrating actions taken to address the **4 Partial compliances** identified above. At your next Assessment you may also demonstrate any continuous improvement made against the five Criteria and demonstrate continued compliance against the standard. Your next visit date is 10th February 2010 , which is the anniversary of your original certification date.

Additional Notes	None
<u>Certified By</u> Ken Smith	<u>Date</u> 10th February 2009