

Decision by the Police and Crime Commissioner for Hertfordshire

Item: CSCJ Plan Monitoring: Public Contact Input/ Output

Date: 17 February 2021

Decision: The proposal was agreed at the above Strategic Executive Board.

Summary: Priority 66 of the PCC's Community Safety and Criminal Justice Plan (CSCJ) is:
"Build a comprehensive picture of the inputs and outputs of information that flows into and out of the Constabulary and suitable public feedback mechanisms".

The pilot will run for 6 months with data then being reviewed and fed into organisational learning. At that point consideration will be given to expanding the (closing of) the feedback loop into other incident types in order to enhance the caller experience and further build trust and confidence in the Constabulary.

Paper: CSCJ Plan Public Contact Paper

CSCJ Plan Public Contact Thematic Slides