

**Devon and Cornwall Police Authority  
3 June 2005**

Open for the purposes of FOI  
Report of the Chief Executive and Clerk to the Police Authority

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**Quality of Service Commitment (PA/05/271)**

**RECOMMENDATION:**

**That the Planning and Consultation Committee be delegated authority to approve the Quality of Service Commitment implementation plan and to monitor progress against this plan.**

**Introduction / Summary**

1. The White Paper 'Building Communities, Beating Crime' proposed national guaranteed standards setting the quality of service that the police service will provide to the public.

**Background Information**

2. The national Quality of Service Commitment has been developed by the Association of Chief Police Officers and the Home Office in consultation with the Association of Police Authorities.
3. Each force is required to implement the Commitment by the end of November 2006. In order to achieve this, forces must prepare an implementation plan detailing how they will achieve this standard. The Authority must approve this implementation plan.
4. The Police Authority must also have a process in place to monitor progress towards compliance.

**Delivery of plan**

5. It is proposed that the Planning and Consultation Committee is given delegated authority to approve the Force's Quality of Service Commitment implementation plan and to monitor progress against this plan with regard to achieving full compliance by the end of November 2006.

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