



HMICS User Involvement Strategy

1. The Public Services Reform (Scotland) Act 2010

The overarching purpose of the Public Services Reform Scotland Act 2010¹ is to help simplify and improve the landscape of Scottish public bodies, to deliver more effective, co-ordinated government that can achieve its core functions better for the benefit of the people of Scotland. In particular, the act imposes a duty on scrutiny authorities, such as HMICS, to secure continuous improvement in user focus.

HMICS exists to assure the Scottish Parliament and the people of Scotland as to the effectiveness and efficiency of the police service in Scotland² as highlighted in our vision, mission and values.

The purpose of this document is to outline our arrangements to encourage wider and diverse public involvement in designing, conducting and overseeing our activities, an objective in our 2011/13 corporate plan.



The following plan outlines the actions we will undertake during the lifetime of our 2011/13 corporate plan to improve our duty of user focus and how we will measure our success.

¹ http://www.legislation.gov.uk/asp/2010/8/pdfs/asp_20100008_en.pdf

² <http://www.scotland.gov.uk/Topics/Justice/public-safety/Police/local/15403/publications/HMICScorporatplan>

2. Our User Involvement Action Plan 2011/13

Our Duty	Our Actions
Identifying users	<p>We have adopted the definition of a user from the Public Services Reform (S) Act 2010 and applied it to the context of policing as follows;</p> <p><i>Users includes persons who will or may use policing services in the future, persons who act on behalf of others in respect of whom policing services are provided, and other persons with a direct interest in, or directly affected by (i) the provision of policing services, or (ii) the scrutiny of policing services or the person, body or office holder providing it.</i></p>
Involving users in scrutiny governance	<p>This document is our user involvement strategy and action plan. We will publish it on our website.</p> <p>During 2012/13 we will develop a 'get involved' area on our new website which will include information on;</p> <ul style="list-style-type: none"> a) our role in monitoring and improving policing in Scotland b) who we consider to be a user of policing services (see above) c) how users of policing services can engage with us. <p>We consult widely with all of our stakeholders in developing our corporate plan. This includes elected members who serve on police authorities and boards and the Scottish Government.</p> <p>During 2012/13 we will use the products of our communication strategy (including our new HMICS website, our e-bulletin, our use of social media and posting our reports on Tell-Me-Scotland) to increase our consultation 'reach' with users of policing services.</p>
Involving users in the design of scrutiny	<p>In designing our inspection programme we consult widely with stakeholders, including the elected members who serve on police authorities and boards and the Scottish Government. We also review the results of force's public surveys and the Scottish crime and justice survey to highlight areas of risk, which in turn informs our inspection programme.</p> <p>During 2012/13 we will consider how to extend the involvement of users of policing services in the design of scrutiny through organisations such as the Association of Scottish Community Councils and Consumer Focus Scotland.</p>

<p>Using feedback from users to inform scrutiny</p>	<p>We examine force's public surveys and complaints about the police in targeting our scrutiny activity.</p> <p>During 2012/13, we will explore new ways of seeking feedback to inform scrutiny, such as our website, e-bulletin and social media, engagement with bodies who represent user views such as community councils and utilising the Scottish online Public Information Notice portal (Tell-Me-Scotland) to target surveys at subscribers in geographical areas.</p>
<p>Involving users in carrying out scrutiny</p>	<p>Our inspections are often instigated directly in response to public concerns. We consider the results of police force user surveys and community planning partnership satisfaction surveys to both identify and explore areas of inspection that should take place in the public interest.</p> <p>Due to sensitivities around police data, there are limited opportunities to directly involve members of the public in our scrutiny work, however we have recently commissioned a peer review and have invited Education Scotland to reflect on how we might further develop this area.</p>
<p>Making our reports clear and accessible</p>	<p>We use plain English guidelines in our reports and provide a short summary of our key findings. Our inspection manual contains guidance on plain English principals and all HMICS reports are quality assured in this regard.</p> <p>We have developed a communication strategy (including an equality impact assessment) to ensure that our publications and information is accessible to all users of policing services.</p> <p>During 2012/13 we will subscribe to 'Happy to Translate' services and use their logo on our publications.</p> <p>We publish our reports on our website (designed to comply with World Wide Web Consortium (W3C) Web Accessibility Initiative Standards to 'AA' standard) as well as the Scottish Public information notices portal (PINS - Tell Me Scotland). We also send relevant reports to Local Authority communications officers so that they can use their own communication channels to publicise our reports and findings.</p> <p>We offer hard copies of our inspection reports on request.</p> <p>Our reports and key findings are featured on our e-bulletin and we will also use social media to draw attention to our</p>

	<p>inspection reports and findings.</p> <p>During 2010 we conducted a survey with Consumer Focus Scotland's consumer network to examine the layout, structure and accessibility of our reports, the results of which have informed the development of our communications strategy and the layout of our reports.</p>
Involve users in improvement activity	<p>We monitor the recommendations that we make to forces, police authorities and boards, ACPOS (Association of Chief police officers in Scotland) and any other organisation to ensure that they are discharged. Our focus is on improving policing services for the people of Scotland and we encourage service providers to ensure that they take account of the user perspective in developing and undertaking their improvement plans.</p>

3. Measuring our success

Many of the actions contained within this strategy are also relevant to our communication strategy, in particular the development of our HMICS website as a hub for information in relation to the scrutiny services that we provide and as a focal point for increasing engagement with users of policing services.

- We will monitor feedback received from our website.
- We will monitor hits to the 'get involved' area on our website.
- We will monitor the uptake of our e-bulletin.
- We will monitor the growth in the number of registered users of Tell me Scotland and in particular the number of 'document views' of our reports and findings.
- We will monitor the number of followers we have on Twitter and any feedback received via this channel.
- We will evaluate any focus group activity that we undertake as a result of this strategy.