

The National Quality of Service Commitment

1. The National Quality of Service Commitment (QoSC) sets out for the public the standards and services which they can expect when they make contact with the police and has been jointly developed by the ACPO Standards and Quality Portfolio and the Home Office, in consultation with the APA.
2. The QoSC does not contain a set of nationally prescribed standards in each of the nine areas but sets in place a framework through which the service may articulate its commitment to providing quality policing services. The only outcome measures that will be monitored nationally are those within the PPAF Citizen Focus domain.
3. The QoSC does contain some statutory measures relating to compliance with the victims code, the Freedom of Information Act, the Data Protection Act and the handling of complaints against police. In addition ACPO/Home Office guidance is that there should be a response to letters from the public within ten days.
4. The resulting product sets out public facing service commitments in the following areas:
 - Making it easy to contact us
 - Providing a professional and high quality service
 - Dealing with your initial contact
 - Keeping you informed
 - Ensuring your voice counts
 - Victims of Crime
 - Other service commitments:
 - Freedom of Information and
 - Complaints
5. The QoSC is one of a number of products that has been developed to support the delivery of improved quality of service to the users of police services. Service users are defined as those people having direct contact with the police, excluding post arrest contact. Victims and witnesses are two key groups of service users, but the scope of this work is neither limited to victims and witnesses, nor public initiated contact.
6. The QoSC has been written as a public-facing document, setting out clearly the service that can be expected when a member of the public makes contact with the police for any reason.
7. The MPS QoSC contains 81 separate commitments and addresses all of the areas outlined at paragraph 4 above. The Citizen Focus Programme Board, at which the MPA is represented at both Member and Officer level, has overseen the development of the QoSC.
8. The MPS QoSC was launched on 1 November 2006 and compliance with the commitments is being monitored through the Citizen Focus Programme Board. A leaflet supporting the publication of the QoSC has been produced and widely distributed throughout the MPS and to stakeholders.