

Scrutiny Committee & Review Panel Scoping of Scrutiny Exercises

Preliminary Information	
Title of Exercise	Police Call Centre Review
Lead Committee	Community Services Scrutiny Committee
Chair of Review Panel	
Client Officer Support	Kathryn Hebbert / Jane Doyle
Aims and Objectives	
Terms of Reference Purpose of group/strategic objectives.	To establish public perception and satisfaction with Police Call Centres.
Rational Key issues and/or reasons for doing the review.	Resident complaints received by Members indicate high levels of dissatisfaction with Police Call Centres.
Review Objectives Specify exactly what the review should achieve.	To gauge public opinion of Police call centres.
Barriers, Dangers and Risks Identify any weaknesses and potential pitfalls.	Review will require information from a third party.
Financial Implications How much money is needed and where will the money likely to come from?	None for the Wyre Forest District Council

Methodology	
<p style="text-align: center;">Approach</p> <p>What methods will be used to gather evidence and why?</p>	<p>County, District and parish Councillors will be contacted to ascertain if they have received any complaints from constituents regarding this service.</p> <p>Public opinion will be ascertained from publicity.</p> <p>Police communications strategy, performance data from call centre.</p>
<p style="text-align: center;">Co-opted Members and Expert Witnesses</p> <p>Who will be able to inform the process and when?</p>	<p>Representatives from the Police Call Centre.</p>
<p style="text-align: center;">Evidence Sources for Documents</p> <p>Could CfPS Review Library help?</p>	<p>CfPS</p>
<p style="text-align: center;">Specify if any sites visits are required?</p> <p>Where and when?</p>	<p>N/A</p>
<p style="text-align: center;">Specify evidence sources for views of stakeholders</p> <p>Could the Councils Youth On-line facility be used? Could the County Council's Consultation Facility "Ask Me" be used?</p>	
<p style="text-align: center;">Publicity Requirements</p> <p>What is needed – fliers, leaflets, radio broadcast, press-release etc.</p>	<p>Press Release, possibility of questionnaire in local papers, radio coverage.</p>
Deadlines	
Anticipated Start Date:	26/01/09
Number of Meetings:	3
Feedback to Scrutiny:	08/04/09
Projected Completion Date:	08/04/09