

## PFCC Decision Report

**Report reference number:** 038/2020

**Classification** (e.g. Not protectively marked/restricted): Not protectively marked

**Title of report:** Correspondence Standards

**Area of county / stakeholders affected:** Countywide

**Report by:** Darren Horsman (AD Communication and Public Engagement)

**Date of report:** 28 February 2020

**Enquiries to:** Darren.Horsman@essex.police.uk

### 1. Purpose of the report

To approve adoption of the Correspondence Standards attached at Appendix 1.

### 2. Recommendations

That the Police, Fire and Crime Commissioner (PFCC) for Essex approves the Correspondence Standards attached at Appendix 1.

### 3. Benefits of the proposal

Implementation of the Correspondence Standards will provide greater consistency in how the Police, Fire and Crime Commissioner's office is available to respond to public enquiries. It will also provide a clearer set of standards for the PFCC's team to work to and help set expectations for the public.

### 4. Background and proposal

The PFCC and their team work hard to provide a timely and responsive service to the public, addressing their enquiries and concerns effectively and efficiently. Hearing from the public and understanding their views is an important element of building a closer relationship between the public and police. The way the PFCC's office engages with the public is an important element of this ongoing engagement.

## **5. Alternative options considered and rejected**

Officers considered not producing this set of standards but rejected this as we expect this document to create greater consistency in adherence to the standards we are committing to.

## **6. Police and Crime Plan**

Engagement with the public is identified as an important building block for the successful delivery of the Police and Crime Plan and as such these standards will contribute to the overall successful delivery of the Plan.

## **7. Police operational implications**

There are no operational implications arising for Essex Police as a result of this report.

## **8. Financial implications**

There are no financial implications arising from this report.

## **9. Legal implications**

There are no financial implications arising from this report.

## **10. Staffing implications**

While the standards set out in the document are all existing responsibilities, so there are no direct staffing implications, having them presented in a single document is intended to help the PFCC's office work collectively to ensure consistency across the team.

## **11. Equality and Diversity implications**

There are no direct equality and diversity implications arising from this decision, however all engagement with the PFCC's office should be undertaken with consideration of the PFCC's obligations under the Equality Act 2010 in mind.

## **12. Risks**

There are no additional risks relevant to this decision.

## **13. Governance Boards**

The Correspondence Standards have been discussed and agreed at PFCC's Senior Management Team.

## **14. Background papers**

Appendix 1 – Correspondence Standards

**Report Approval**

The report will be signed off by the OPFCC Chief Executive and Treasurer prior to review and sign off by the PFCC / DPFCC.

Chief Executive / M.O.

Sign:



Print: P. Brent-Isherwood

Date: 2 April 2020

Chief Finance Officer / Treasurer

Sign: N/A – No financial implications

Print: .....

Date: .....

**Publication**

Is the report for publication?

YES

NO

If 'NO', please give reasons for non-publication (Where relevant, cite the security classification of the document(s). State 'None' if applicable)

.....  
.....N/A.....

If the report is not for publication, the Chief Executive will decide if and how the public can be informed of the decision.

**Redaction**

If the report is for publication, is redaction required:

1. Of Decision Sheet? YES

NO

2. Of Appendix? YES

NO

If 'YES', please provide details of required redaction:

.....  
.....N/A.....

Date redaction carried out: .....

**Treasurer / Chief Executive Sign Off – for Redactions only**

If redaction is required, the Treasurer or Chief Executive is to sign off that redaction has been completed.

**Sign:** .....

**Print:** .....

**Chief Executive/Treasurer**

**Decision and Final Sign Off**

I agree the recommendations to this report:

**Sign:** 

Roger Hirst

**Print:** .....

**PFCC**

**Date signed: 7 April 2020**

I do not agree the recommendations to this report because:

.....  
.....  
.....

**Sign:** .....

**Print:** .....

**PFCC/Deputy PFCC**

**Date signed:** .....