

Appendix 1

Quality of Service & EDHR Board TERMS OF REFERENCE

Responsibilities	
Name of Terms of Reference Author:	Andrew Ricketts
Unit or Department:	Strategy, Performance and Review
Directorate owning this document:	Corporate Services
Meeting Chair:	Assistant Commissioner
Version control	
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1. Purpose of meeting

The purpose of the Quality of Service and EDHR Board is to direct activity throughout the organisation in line with the strategy to deliver high quality policing services. The strategy has both organisational (internal) and community (external) elements, so has a wide influence. Equality, diversity and human rights form an integral part of the strategy.

This Board will supersede the Confidence and Equality Board (CEB), Citizen Focus Board and the Standards, Quality and Contact Group.

2. Meeting overview

1. To ensure the force supports the objectives of the Quality of Service and EDHR Strategy; through the development and governance of the supporting action plan.
2. To monitor and review force quality of service and EDHR performance data to identify and address development areas through the action plan.
3. Respond to any high level risks to the force that relate to Quality of Service and/ or EDHR.
4. Oversee Organisational Learning Forum (OLF) actions that are not delivered within agreed timescales.
5. Provide support to the staff support networks enabling them to contribute in the delivery of the Quality of Service and EDHR strategy and action plan.

3. Attendee list and Responsibility

Name or Title	Representation	Responsibility
Assistant Commissioner Frank Armstrong	ACPO	1. Chair the Board and hold action owners to account.
Supt. Lorraine Cussen [#]	Deputy Chair	1. To support the Chair and advise on agenda/ issues.
Alderman Alison Gowman	Police Committee	1. Represent Police Committee and provide scrutiny.
Mr. Gary Moore	IAG	1. Represent IAG and provide scrutiny.
Mr. Phil Pepper*	HR Strategic	1. Provide HR strategic advice and guidance.
Ms Nagina Kayani	EDHR Manager	1. Provide specialist EDHR advice and a link to the City of London Corporation.
Ch. Insp. Norma Collicott	Organisational Learning Forum	1. To report progress of OLF and actions not delivered within agreed timescales.
Ch. Insp. Andrew Ricketts	Quality of Service & EDHR Lead	1. Support the strategy and present action plan.
Insp. Ashlie May	EDHR Team	1. Provide specialist advice around EDHR issues and support Champions in the maintenance of the Action Plan.
Det. Supt. Tony Crampton	ECD	1. Represent ECD
Josie Wheeler	ACPO PA	1. Minute Taker.
Quality of Service Champions		
T/ Supt. Dave Lawes	Local Accountability	1. Lead for strategic area.
* HR Strategic	Our People, Our Culture	1. Lead for strategic area.
T/ Det. Supt. Dave Service	Operational Delivery	1. Lead for strategic area.
[#] Deputy Chair	Organisational Process	1. Lead for strategic area.

4. *Agenda*

Standing items are:

1. Welcome and apologies
2. Approval of minutes and outstanding actions
3. Declaration of any other business
4. Board priority area(s)*
5. Action plan
6. Service Champion updates
 - 6.1 Local Accountability
 - 6.2 Our People, Our Culture
 - 6.3 Operational Delivery
 - 6.4 Organisational Process
7. Organisational Learning updates.
8. EDHR and Staff Support Networks (exceptional reporting)[#]
9. A.O.B.

*Board Priority Actions will be agreed by the Chair in advance of the meeting to ensure that the focus is on areas that represent the greatest risk or opportunity to the force.

[#] EDHR will be integral to all areas and Board members will work with the staff networks so only exceptional reporting should be required.

5. *Meeting Frequency and other points*

- 5.1 Meetings will be held once every quarter or a frequency as required by the Chair.
- 5.2 Organisational Learning will report to the Board.
- 5.3 The Board will report to SMB quarterly on actions that have been completed and those that present a significant risk to the force or require remedial action (Red RAG status).