



## Break-out Session Guide To User Insight



- Background
- HMICFRS Requirement
- Engagement with the Service
- Developing the 'Guide To...'
- The role of The College
- Next steps


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# Guide to User Insight Background

- Cessation of ADR 443
- Appetite for improving service delivery
- Baroness Newlove, Victims Commissioner [video](#)

  
Positive change for victims

**Are Victims Satisfied?**  
The Victims' Commissioner's Scoping Review into the Measurement and Monitoring of Victims' Satisfaction with the Police.



- NPCC lead for service wide approach

## Guide to User Insight HMICFRS Requirements

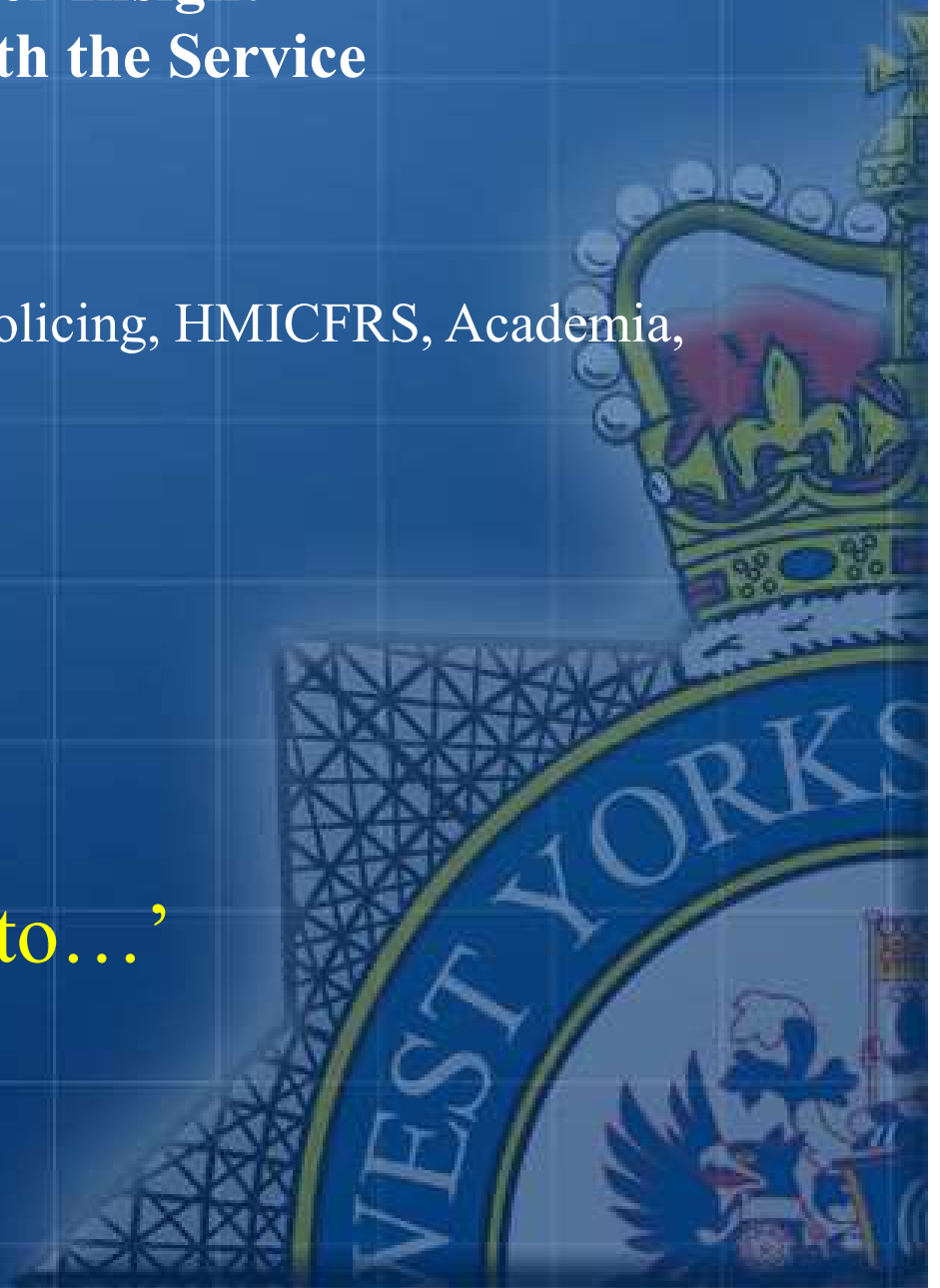
- The proposal is for this collection to cease, with a replacement (independent of the ADR) identified/implemented providing a more flexible approach to obtaining insight from service users
- Discontinue ADR 443 and replace it with the **expectation that forces seek feedback from service users and are able to demonstrate how to use that feedback.**

**PEEL Inspection Process tests delivery**

## Guide to User Insight Engagement with the Service

- SME Working Group
  - Forces, Home Office, College of Policing, HMICFRS, Academia, APCC
- All Forces Performance Group
- Survey Practitioner Workshops

Development of ‘Guide to...’



## Guide to User Insight Developing the 'Guide to...'

- Guidance document, 4 chapters:
  - Methodologies
  - Evidence Base for 'what works'
  - Current practice and experience across forces
  - Peer Review
- Chapter 3 Template



## Guide to User Insight The role of the College

- Host for ‘Guide to...’
- In dialogue to establish the appropriate mechanism for developing and maintaining the ‘Guide to...’



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## Guide to User Insight Next Steps

- Strengthen alignment to APCC increased role in commissioning victim services
- Finalise the chapters
- Establish and commit on-going development
- Sign-off by NPCC



# Guide to User Insight

## Questions?

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