

11 May 2022

Joe
fyi-request-19125-377c7f71@requests.fyi.org.nz

Dear Joe

Request for information

Thank you for your Official Information Act 1982 request of 13 April 2022, in which you requested the following:

I'd like to request the "Service Delivery Guidelines for Policing Interactions" from the police manual chapter.

Please find the following documents attached in response to your request:

- Police Manual chapter: Service Delivery Guidelines for Policing Interactions;
- Service Excellence - Generation 2 Service Delivery Guidelines (2021);
- 10 Steps - Guide to Service Interactions (2021).

Yours sincerely

Rachel Milne

Rachel Milne
National Information Request Coordinator
Service Delivery
New Zealand Police

Police National Headquarters

180 Molesworth Street. PO Box 3017, Wellington 6140, New Zealand.
Telephone: 04 474 9499. Fax: 04 498 7400. www.police.govt.nz

Service Delivery Guidelines for Policing Interactions

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Service Excellence - GENERATION 2

TE RATONGA ANGITU - TE REANGA TUARUA

Every time we interact with people, we need to live up to the promise we make about our service - our Commitment of Service - which is what people have told us they expect. Through many years of research, we've learned that there are six things people want from our service. People want us to...

1. provide service that is good value for their tax dollars
2. be competent
3. do what we say we'll do
4. treat them fairly
5. take their individual circumstances into account
6. meet their service expectations

We use an easy-to-remember framework called 'He Tangata' to ensure our service lives up to people's expectations. He Tangata forms the basis of our Service Delivery Guidelines (SDGs). The guidelines apply to everyone in Police, no matter where we work. They remind us of the practical things we can do to ensure we deliver on our Commitment of Service...

1. Be **POSITIVE**
2. Be **EXPERTS** at Policing
3. Take **OWNERSHIP**
4. Stay **P.R.I.M.E.D.**
5. **LISTEN** without bias
6. Beat **EXPECTATIONS**

Be POSITIVE

- 1 Greet people warmly and appropriately offer your name location and ask how you can help
2. Use their name to help build rapport
- 3 Focus first on telling them what we CAN do to help them not on what we can't do
4. Be helpful, especially when we have to refer them on to other agencies
- 5 Close interactions positively and politely today's offender could be tomorrow's victim witness or informant

Be EXPERTS at Policing

1. Stay up-to-date and knowledgeable about Our Business and your role in Police
2. Communicate with people in a way that builds their confidence in you and in Police (remember the 10-step process)
3. Help people, especially victims, to be safe and feel safe - offer prevention advice and be sensitive to privacy needs
4. Get to know the people and cultures in your communities, so you can respond appropriately and build confidence and, over time, trust

5. If you don't know something, find out (don't guess) - utilise the resources and people around you

On the phone or by email...

1. Ensure your voicemail message is clear, welcoming and professional
2. Clear voicemail regularly - return calls and emails within 24 hours, or arrange interim replies
3. When you are away, use the out-of-office on your email, or the temporary message on your phone, to provide an alternative contact
4. Always use the hold or mute function on your phone (so people can't overhear other conversations) - never leave people on hold for more than 60 seconds without checking in with them
5. Always ask a person before you place them on hold or mute, and thank them when you return to them - if there's been a delay, thank them for waiting
6. Wherever possible, make transfers 'warm' by introducing the call

Take OWNERSHIP

1. Own the interaction - make every effort to resolve their query then and there, or connect them with someone who can
2. Keep people (especially victims) fully informed throughout the entire process and keep all case information up-to-date
3. Set realistic expectations - aim to delight rather than disappoint people
4. Show people we are reliable and that we do what we say we'll do - don't make promises on behalf of others
5. Recognise that service can include taking responsibility for putting something right, even when it has gone wrong elsewhere

Stay 'PRIMED'

1. Understand the core values of Police and what they really mean in practice
2. Examine your mindset - do our core values always underpin your thinking?
3. Stay aware of your language - does the way you communicate reflect PRIMED?
4. Keep our values at the centre of everything you do - are your actions and reactions always guided by PRIMED?
5. Take pride in all aspects of your presentation - how professionally do we present ourselves, our cars, our places and our business?

LISTEN without bias

1. Focus and fully engage, even when we have multiple priorities or demands - people shouldn't have to repeat themselves unnecessarily
2. Show people that their problem matters (even if it's not a top priority for us) - never diminish the importance of their situation
3. Be aware of your biases - listen without jumping to conclusions or forming opinions based on stereotypes
4. Listen to what is said (as well as to what is unsaid) - are there indicators that there could be a deeper issue?
5. Be open to feedback and make it easy for people to offer praise, or to tell us when they are unhappy

with our service

Beat EXPECTATIONS

1. Keep asking yourself and each other - what is the best way to help this person?
2. Think “plus one” - is there something extra you don’t have to do, but that you could do to help?
3. Get it right the first time - if you do your bit right, you’re playing your part in a high-performance team
4. Act on what we learn to improve our service and continually raise the bar
5. Make every contact count towards building people’s trust and confidence in Police

The 10 Step Guide to Service Interactions

1. Acknowledge and **GREET** them
2. Listen and **EMPATHISE**
3. **OUTLINE** the process
4. **GATHER** information
5. **EXPLORE** any other details
6. **PROVIDE** information
7. **CHECK** their understanding
8. **CLARIFY** the next steps
9. **SUMMARISE** the interaction
10. Thank them and **FAREWELL**

Download the Guides

Download PDFs of the **Service Excellence - Service Delivery Guidelines for Policing interactions** and the associated **10 Step Guide to Service Interactions** below.

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[Service Excellence - Generation 2 Service Delivery Guidelines \(2021\)](#)

1.48 MB

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[10 Steps - Guide to Service Interactions \(2021\)](#)

1.01 MB

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NEW ZEALAND
POLICE
Ngā Pirihimana o Aotearoa

SERVICE EXCELLENCE - GEN2

Te Ratonga Angitu - Te Reanga Tuarua

Service Delivery Guidelines

Guidelines for policing interactions



Service Excellence - Gen2

Te Ratonga Angitu - Te Reanga Tuarua

Our job is to deliver the Police service that New Zealanders expect and deserve. This means understanding what's important to people, and then making every contact count towards building their trust and confidence. Every time we interact with people, we need to live up to the promise we make about our service - our Commitment of Service - which is what people have told us they expect. Through many years of research, we've learned that there are six things people want from our service. People want us to:

- Provide service that's good value for tax dollars
- Be competent
- Do what we say we'll do
- Treat them fairly
- Take their individual circumstances into account
- Meet their service expectations

We use an easy-to-remember framework called 'He Tangata' to ensure our service lives up to people's expectations. He Tangata forms the basis of our Service Delivery Guidelines (SDGs). The guidelines apply to everyone in Police, no matter where we work. They remind us of the practical things we can do to ensure we deliver on our Commitment of Service:

1. Be POSITIVE
2. Be EXPERTS at Policing
3. Take OWNERSHIP
4. Stay P.R.I.M.E.D.
5. LISTEN without bias
6. Beat EXPECTATIONS



Be **POSITIVE**

- ✦ Greet people warmly and appropriately - offer your name, location, and ask how you can help
- ✦ Use their name to help build rapport
- ✦ Focus first on telling them what we CAN do to help them – not what we can't do
- ✦ Be helpful, especially when we have to refer them on to other agencies
- ✦ Close interactions positively and politely - today's offender could be tomorrow's victim, witness or informant



Be **EXPERTS** at Policing



- Stay up-to-date and knowledgeable about Our Business and your role in Police
- Communicate with people in a way that builds their confidence in you and in Police (remember the 10-step process)
- Help people, especially victims, to be safe and feel safe – offer prevention advice and be sensitive to privacy needs
- Get to know the people and cultures in your communities, so you can respond appropriately and build confidence and, over time, trust
- If you don't know something, find out (don't guess) – utilise the resources and people around you

Be **EXPERTS** at Policing

 *On the phone or email*



- Ensure your voicemail message is clear, welcoming and professional
- Clear voicemail regularly – return calls and emails within 24 hours, or arrange interim replies
- Always use the hold or mute function on your phone (so people can't overhear other conversations) – never leave people on hold for more than 60 seconds without checking in with them
- When you are away, use the out-of-office on your email, or the temporary message on your phone, to provide an alternative contact
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Take OWNERSHIP

- Own the interaction - make every effort to resolve their query then and there, or connect them with someone who can
- Keep people (especially victims) fully informed throughout the entire process and keep all case information up-to-date
- Set realistic expectations – aim to delight rather than disappoint people
- Show people we are reliable and that we do what we say we'll do – don't make promises on behalf of others
- Recognise that service can include taking responsibility for putting something right, even when it has gone wrong elsewhere

Stay **'PRIMED'**



- ✦ Understand the core values of Police and what they really mean in practice
- ✦ Examine your mindset – do our core values always underpin your thinking?
- ✦ Stay aware of your language – does the way you communicate reflect PRIMED?
- ✦ Keep our values at the centre of everything you do – are your actions and reactions always guided by PRIMED?
- ✦ Take pride in all aspects of your presentation – how professionally do we present ourselves, our cars, our places and our business?

LISTEN Without Bias



- Focus and fully engage, even when we have multiple priorities or demands – people shouldn't have to repeat themselves unnecessarily
- Show people that their problem matters (even if it's not a top priority for us) – never diminish the importance of their situation
- Be aware of your biases - listen without jumping to conclusions or forming opinions based on stereotypes
- Listen to what is said (as well as to what is unsaid) – are there indicators that there could be a deeper issue?
- Be open to feedback and make it easy for people to offer praise, or to tell us when they are unhappy with our service

Beat **EXPECTATIONS**



- ‡ Keep asking yourself and each other – what is the best way to help this person?
- ‡ Think “plus one” – is there something extra you don’t *have* to do, but that you *could* do to help?
- ‡ Get it right the first time – if you do your bit right, you’re playing your part in a high-performance team
- ‡ Act on what we learn to improve our service and continually raise the bar
- ‡ Make every contact count towards building people’s trust and confidence in Police



Making every contact count



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SERVICE EXCELLENCE - GEN2

Te Ratonga Angitu - Te Reanga Tuarua



Guide to Service Interactions

1. Acknowledge and **GREET**
2. Listen and **EMPATHISE**
3. **OUTLINE** the process
4. **GATHER** information
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Ngā Pirihimene ā Aotearoa

SERVICE EXCELLENCE - GEN2

TE RATONGA ANGITU TE REANGA TUARUA



Be **POSITIVE**

Be **EXPERTS** at Policing

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