



PRIORITY 5



INCREASE PEOPLE'S SATISFACTION WITH POLICING IN DORSET

KEY FACTS

- **82.7%** of victims surveyed have expressed satisfaction with the service they have received this year compared to **80.6%** last year
- **77.1%** of people surveyed who reported racist incidents have expressed satisfaction with the way they have been kept informed this year rising from **74.7%** last year
- This year the average time taken for Dorset Police to finalise complaint cases is **77 days**, the national average is **99 days**
- From April to June 2013 Dorset Police answered **61.4%** of non-emergency calls within **30 seconds**. From October to December 2013 this improved to **73.5%**

This priority cuts across all of the others and recognises the importance of increasing the public's satisfaction with the delivery of policing in Dorset. If you are pleased with the service provided by the police and other agencies then the Commissioner believes that you will be more likely to report issues and provide vital information that is crucial to keeping Dorset safe.

ETHICS & INTEGRITY

The College of Policing has now published a Code of Ethics for the police service. Dorset Police are already making preparations to ensure that this code is fully implemented and embedded across the Force. The Code is based on the seven principles of public life developed by the Nolan Committee in 1994 – selflessness; integrity; objectivity; accountability; openness; honesty; and

leadership – and sets out nine policing principles and 10 standards of professional behaviour for everyone working in policing. The Commissioner will play his part in supporting the Code and holding the Chief Constable to account for its implementation in Dorset.

The integrity of police recorded crime statistics has come under the spotlight nationally and has had an impact on public confidence in the service as a result. The most recent HMIC inspection reports for Dorset relating to this, and a peer review conducted by Hampshire, highlight that Dorset Police takes a particularly robust approach to ensuring that crime is recorded as accurately as possible in line with the complex recording requirements put in place by the Government. However, this is a particular area of focus for the Commissioner, who meets monthly with the Deputy Chief Constable and the Force Crime Registrar to scrutinise crime recording performance and challenge where appropriate.

The existing Ethics and Appeals Sub-Committee will also be reviewed and enhanced to ensure that independent monitoring and reassurance will be provided to the Chief Constable and the Commissioner over ethics and integrity related matters.

PUBLIC CONTACT & FEEDBACK

Reporting issues to the police is a key element of the service. With regard to the 101 non-emergency telephone service, the public highlighted to the Commissioner the high amount of abandoned calls and unacceptable waiting times being experienced. The Commissioner therefore asked the Chief Constable to improve performance in this area. New telephone operators were recruited and technology was upgraded. As a result performance levels have improved.

In relation to vehicle crime, victims complained to the Commissioner that they were unhappy that incidents were only dealt with over the phone. As a result, since January 2013, whenever operationally possible, a police officer attends all incidents of vehicle crime.

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A key indicator to gauge progress in relation to this priority is the survey carried out with victims of crime. The Commissioner has encouraged Dorset Police to focus particularly on this area. As a result there have been improvements in relation to keeping victims informed, and in overall satisfaction with the service provided. The work of the Victims' Bureau is expected to further enhance continued improvement in satisfaction amongst victims of crime. From 1 April 2015 surveys with victims of crime and the wider community in Dorset will be carried out within the OPCC to enable greater flexibility and the ability quickly to reflect changes in policing and community safety. It will also allow a broader approach in seeking to hear the views of all sections of our diverse community.

STRATEGIC ALLIANCE

The Commissioner fully supports the creation of a joint project team to explore how Dorset and Devon and Cornwall Forces can collaborate effectively across all areas of policing. This will include the exploration of how policing services can be maintained to a high standard when police budgets are being reduced. An initial scoping exercise identified what the potential benefits of enhanced collaboration between the two forces might be. Following this work, the decision was taken in June 2014 to work on a more detailed business case to understand fully these benefits and how they may be practically implemented in the future.

WHAT WE WILL DO

- The Commissioner will safeguard future neighbourhood policing in Dorset through effective financial management, efficient modern policing, and encouraging innovation and resourcefulness in Dorset Police and partners.
- The Chief Constable will ensure that Dorset Police further develop the Victim First programme so that the criminal justice journey is a much better experience.
- The OPCC and the Dorset Police will expand the work of the Victims' Bureau to ensure that support is provided to victims across the criminal justice system and beyond.
- The Commissioner will ensure that everyone who seeks assistance is listened to, their needs understood and expectations met where possible.
- The Commissioner will improve consultation and engagement with all communities to identify, and deal with, issues together.
- The Commissioner will publicise what is being done for the benefit of communities.
- Officers and staff will be professional in attitude, the actions they take and their appearance.
- The Commissioner will increase the visibility of Officers by providing them with technology that will mean more time spent in the community.
- The Commissioner and Chief Constable will introduce Body Worn Video (BWV) for officers to increase accountability, reduce complaints, raise public confidence and lead to more convictions.
- We will all aim to get it right first time. When we do not, we will apologise, learning lessons and making changes where appropriate.

WHAT RESULTS ARE WE SEEKING TO ACHIEVE?

- Members of the public will express improved satisfaction with the policing services they receive, especially if they are a victim of crime or anti-social behaviour.
- In particular we will improve how satisfied people feel with how they have been kept informed of progress.
- We will answer at least 95% of emergency calls within 10 seconds and at least 75% of non-emergency calls within 30 seconds.
- We will seek to reduce recorded complaints and the number of appeals upheld by the Independent Police Complaints Commission (IPCC).

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