



Dorset Police and Crime Commissioner Customer Service Improvement Panel



Tuesday 12 April 2018

Attendees

- Martyn Underhill Police and Crime Commissioner – MU
- Emma Barton Performance & Quality Assurance Manager, FCC – EB
- Ian Brown Force Training Officer, Dorset Police – IB
- Rod Darrington CVS Representative, Dorset POPP – RD
- George Farquhar Member of Public Representative – GF
- Anna Giles Governance Officer, OPCC – AG
- Paul Higgs Member of Public Representative – PH
- Jess Morton Communications Officer, Dorset Police – JM
- Cllr John Russel Police and Crime Panel Representative (Observer) – JR
- Tom Smith Governance Advisor, OPCC – TS
- Chris Walton Member of the Public Representative – CW
- Nikki Honer Head of Marketing, Go South Coast (Guest Speaker)- NH

Apologies

Simon Bullock, Mervyn Harris, Steve Lyne, Kevin Sargent and Dave Smith.

Summary of Meeting

The minutes from the previous meeting were agreed. It was seen that all outstanding actions had been completed. The panel were provided with a presentation on what good customer service looked like within Go South Coast.

The panel were provided with details of the engagement strategy for the upcoming year, which included additional promotion of the 'do it online' services. JM explained to the panel the newest 'do it online' service, Ask NED. This is an online knowledge database containing frequently asked questions. Ask NED has received a lot of traffic since its launch with an average of 418 page views per week, the 'do it online' page has also seen its page views increase by approximately 20%. It was questioned how this channel shift was affecting staffing, and it was confirmed that the overall demand remained similar and as such was not having any negative impact. The panel previously ask that the force explored the use of chatbots and whether Ask NED could be turned into a chatbot. The Force confirmed this had been explored; however it was the belief that chatbots were not suitable for policing due to its diverse nature.

The panel were provided with a summary of the social media highlights, this included the video posted of an Inspector putting his head through a window of ice which has become the most viewed post by Dorset Police.

Performance on the 101 number was discussed and the answer time figures for the month of February were as follows: 49% under 2 mins; 23% 2-5 minutes; 10% 5-7 minutes; 14% 7-15 minutes; and 5% over 15 minutes. MU expressed concern around the 5% of calls that waited over 15 minutes. It was explained that the adverse weather had significantly affected this as call volumes were significantly increased and there were staffing difficulties due to road conditions. It was also noted that there had been a number of new staff appointed who required training, in addition to data

compliance training being rolled out to all existing call handlers, having an impact on staffing levels. It was agreed that this would be discussed further between MU and Supt. Steve Lyne outside of the meeting and discussed at the next panel.

Examples of public contact were reviewed and it was agreed that both will be taken away to be further reviewed.

The date of the next meeting was confirmed as 5 July 2018.