



Dorset Police and Crime Commissioner
Customer Service Improvement Panel
Thursday 4th October 2018



Attendees

- Martyn Underhill Police and Crime Commissioner – MU
- Emma Barton Performance and Quality Assurance Manager, Dorset Police – EB
- Andy Edwards Dorset Territorial Police – AE
- George Farquhar Member of Public Representative – GF
- Anna Giles Governance Officer, OPCC – AG
- Mervyn Harris Member of the Public Representative – MH
- Adam Harrold Director of Operations, OPCC – AH
- Jane Jenkins Head of Contact Management, Dorset Police – JJ
- Jess Morton Communications Officer, Dorset Police – JM
- Danni Shelly Alliance Customer Service Team Officer, OPCC – DS
- Tom Smith Governance Advisor, OPCC – TS
- Chris Walton Member of the Public Representative – CW
- Cllr John Russell Police and Crime Panel Representative (Observer) – JR
- Debbie Curtis Customer Service Manager, Tesco (Guest Speaker) – DC

Apologies

Rod Darrington, Paul Higgs and Emma Lee. The panel were informed Cllr Dave Smith had resigned from the panel.

Summary of Meeting

The minutes and public facing summary from the previous meeting were agreed subject to minor amendments. 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 Tesco by DC.

The Panel were provided with an update on Neighbourhood engagement. AE explained that the college of policing conducted research in this area and provided seven recommendations, engage with communities, solve problems, target activity, create the right culture within the neighbourhood policing teams, build analytical capabilities, develop officers, staff and volunteers and share learning. Dorset were a pilot force in rolling out these recommendations and a 21 Dorset focused recommendations were generated covering these broader areas, work is currently underway to implement these recommendations but there is still work to be done in this area.

AH went on to explain the intended implementation of Neighbourhood Engagement Contracts, informing the panel that these contracts would provide a set of standards officers could work towards and be measured against. AH outlined the minimum standards of this contract as; to build and deliver connectivity plans; to conduct face to face engagements with members of the community; to build and maintain accessible positive relationships with key community leaders and organisation; to increase the use of social media platforms; to communicate outcomes against priorities on a regular

and timely basis; to promote and support the use of the Dorset Alert system; to have websites for local policing areas; to ensure Councillors are recognised as key community leaders; to ensure regular engagement with the Safer Schools and Communities team; and to utilise Neighbourhood Engagement Officers.

Examples of public contact along with positive feedback received were reviewed and discussed by the panel.

The panel were presented with the latest performance figures for the 101 number. These showed 71% of calls were answered within 0-5 minutes; 10% within 5-7 minutes; 14% within 7-15 minutes and 5% in over 15 minutes. It was noted that the 101 number would usually see a reduction in demand at this time of year, however this hadn't been the case this year. Performance on the 999 number was confirmed as 88.7% of calls answered within 10 second and 95.2% within 15 seconds.

The panel were provided with the monthly highlight report, it was noted that the 101 communications strategy for the year has been evaluated and this shows a 7% increase in the use of the online function and a 9% decrease in calls. More generally Twitter and Facebook followers have seen a combined increase of approximately 70%.