



Dorset Police and Crime Commissioner
Customer Service Improvement Panel
Thursday 5th July 2018



Attendees

- Martyn Underhill Police and Crime Commissioner – MU
- Rod Darrington CVS Representative, Dorset POPP – RD
- George Farquhar Member of Public Representative – GF
- Anna Giles Governance Officer, OPCC – AG
- Mervyn Harris Member of the Public Representative - MH
- Paul Higgs Member of the Public Representative – PH
- Steve Lyne Head of Contact Management – SL
- Cllr John Russell Police and Crime Panel Representative (Observer) – JR
- Kevin Sargent Operations Manager, Dorset Police - KS
- Cllr Dave Smith Police and Crime Panel Representative (Observer) – DS
- Tom Smith Governance Advisor, OPCC – TS
- Chris Walton Member of the Public Representative – CW
- Rachel Sanctuary Branch Director, Santander (Guest Speaker) – RSa
- Rob Silk Branch Manager, Santander (Guest Speaker) – RSi

Apologies

Emma Barton, Emma Lee, Jess Morton.

Summary of Meeting

The minutes and public facing summary 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 and complaint handling looked like within Santander.

The panel were provided with an updated version of the Terms of Reference (ToR). This had been updated to reflect the panel looking at broader range of the different types of customer contact and service within policing and a new confidentiality agreement to comply with General Data Protection Regulations had been included.

The panel discussed the idea of a mystery shopper exercise on email contact with the police. It was decided that a dip check of emails would be completed in the first instance. This work is to be undertaken by the OPCC.

The panel were presented with the latest performance figures. These showed 56% of calls were answered within 0-2 minutes; 20% within 2-5 minutes; 8% within 5-7 minutes; 12% within 7-15 minutes and 4% in over 15 minutes. It was noted that this is an improvement compared with last quarter's figures and this had also resulted in a reduction in the amount of abandoned calls. The panel were informed that there has been an unprecedented level of demand on the 999 number across the UK, however Dorset's response times for this service remained on target. It was noted

that in periods of high demand staff will be pulled from 101 to 999 and this impacts on the performance of the 101 number.

The panel were provided with the Dorset Police Monthly Highlight report for noting. Examples of public contact were reviewed and discussed by the panel.

The next meeting date was confirmed as Thursday 4 October 2018.