



Dorset Police and Crime Commissioner Customer Service Improvement Panel

(Formerly the 101 Improvement Panel)

Thursday 12 October 2017



Attendees

- Martyn Underhill Police and Crime Commissioner – MU
- Emma Barton Performance and Quality Assurance Manager, Dorset Police – EB
- Simon Bullock Chief Executive, OPCC – SB
- Nick Cloke Head of Communications and Engagement, Dorset Police – NC
- Rod Darrington CVS Representative, Dorset POPP – RD
- Mervyn Harris Member of the Public Representative – MH
- Jessica Morton Communications Officer, Dorset Police – JM
- Cllr, John Russell Police and Crime Panel Representative – JR
- Kevin Sargent Operations Manager, Dorset Police – KS
- Tom Smith Governance Advisor, OPCC – TS
- Chris Walton Member of the Public Representative – CW
- Jon Wasey Staff Officer, OPCC – JW

Apologies

- Paul Higgs
- Emma Lee
- Supt Steve Lyne

Summary of Meeting

It was noted that Colin Pipe, the former chair, had stepped down from his role. MU expressed his thanks to Colin on behalf of the Panel. MU was appointed as the new chair. The minutes from the previous meeting were confirmed as a true record and actions from previous meetings were reviewed.

The latest statistics on 101 call performance were presented to the Panel. It was agreed that the Panel needed to set guidelines on what defines 'Good' or 'Poor' service on the 101 number. The service levels were agreed as follows; calls answered within 0-2 minutes: excellent; more than 2 and up to 5 minutes: good; more than 5 and up to 7 minutes: satisfactory; more than 7 and up to 15 minutes: poor and those answered in 15 minutes+: unacceptable. Performance for August 2017 showed the following; 40% calls answered in 0 to 2 minutes; 39% within 2 to 7 minutes; 16% within 7 to 14 minutes; and 5% over 14 minutes. Call abandon times were as follows; 5% within 0 to 2 minutes; 13% within 2 to 7 minutes; 5% within 7 to 14 minutes; and 1% over 14 minutes. The average answer time for August 2017 was 4.3 minutes and the average time to abandon was 5.2 minutes. It was noted that there are a number of reasons why a call is abandoned. EB highlighted a new initiative where low priority callers will receive a message after 30 seconds offering a call back and highlighting other options such as online reporting and FAQs. The reasons behind call abandonment would be discussed further. MU noted that there is currently no measure

to assess caller satisfaction on how the call was dealt with, and that the Panel should consider this further at the next meeting.

A presentation was given on the force website. The Dorset Police website was relaunched in 2016 and analysis of the use of the new site shows that nearly three times as many people are accessing the 'Do It Online' pages since the relaunch. There has been a 36% average increase in the number of emails received each month by the FCC and an 11% increase in reported crime incidents. By comparison, 101 call volumes have fallen by 6% over the year. An advertisement campaign was run in 2016 including, radio adverts and posters, which is believed to have contributed to this fall.

Examples of public contact were looked at by the Panel; one of the examples triggered a discussion around the support offered to witnesses rather than victims. EB confirmed that at Triage the caller is checked for vulnerability and if the FCC identifies a vulnerable caller they will, if appropriate, pass details on to the local NPT for follow up and as part of the online form individuals must declare that they have no vulnerability issues. With regards to another example KS noted that a new message box had been set up for receiving intelligence on issues such as drugs dealing or responses to an appeal for information. This would avoid such callers waiting on the phone and enable the Force to respond proactively. MH provided a recent example of his experience with using 101 and said the service had been superb. NC noted that social media contact is dealt with differently to calls and emails received by the FCC. Longer term, the aim is to standardise the way in which social media contact is dealt. MU commented that sections of monthly highlight report prepared for the Chief Constable and PCC may be useful for the panel to see as it includes information on the top five Tweets and the top five Facebook pages. It was confirmed that a brief summary of the monthly highlight report will be put before the Panel in future.

MU suggested revisiting the Terms of Reference for the Panel at the January 2018 meeting. It was also discussed that there is a need to diversify the panel membership to ensure it is more representative.

It was noted that future agenda items would include: Public contact through social media; Random examples of exchanges via both Twitter and Facebook from the public to both the Dorset Police and the OPCC; and contact through Police Community Support Officers and Neighbourhood Engagement Officers. JR also questioned if it was possible to quantify the value of external visits. NC confirmed that the force has an engagement calendar and feedback was provided in respect of each external visit. From this it was agreed that the themes for the next meeting would be: Abandoned calls, 101 performance, Frontline officers, Social media and the Engagement calendar.

A selection of calls were reviewed by the panel.

The dates for next year's meetings were confirmed as 11th January, 12th April, 12th July and 11th October.