



Dorset Police and Crime Commissioner Customer Service Improvement Panel

(Formerly 101 Service Improvement Panel)



Thursday 13 July 2017

Attendees

- Emma Barton Performance & Quality Assurance Manager, FCC – EB
- Rod Darrington CVS Representative, Dorset POPP – RD
- Mervyn Harris Member of Public Representative – MH
- Paul Higgs Member of Public Representative – PH
- Emma Lee CVS Representative, Bournemouth CAB – EL
- Alison Murphy (*Guest Speaker*) Supporter Care Manager, RNLI – AM
- Colin Pipe (*Chair*) Deputy Police and Crime Commissioner – CP
- 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 Public Representative – CW

Apologies

- Supt Steve Lyne Contact Manager, Dorset Police
- Jessica Morton Communications Officer, Dorset Police

Summary of Meeting

As noted at the previous meeting, Supt Steve Lyne has taken over responsibility for the Force Command Centre from Supt Caroline Naughton. CP confirmed Jackie Allen has stepped down from the Panel, CP confirmed he will be writing to thank her for her input. CP also welcomed RD as her replacement. CP confirmed that the changes put before the Police and Crime Panel (PCP) were agreed and representatives from the PCP no longer form part of the Panel but a PCP representative will instead act as observer. JR had put his name forward as the PCP representative and this had been agreed.

The minutes from the previous meeting were confirmed as a true record.

Revised Terms of Reference were provided to the panel which reflected the changes in the panel's focus. The Panel's role has been widened to include scrutiny of all means of public contact with the Force, including telephone, email, social media and website. The Panel agreed the revised Terms of Reference and it was noted that these may be subject to change as the Panel develops.

Examples of public contact, selected at random, were provided to the Panel for discussion.

The Panel also considered some examples of recent 101 complaints and discussed call wait times and how calls are triaged. It was noted that where practical complainants had been spoken to.

The performance of 101 over the period of June 2016 – May 2017 was presented to the Panel. This indicated an improvement in call waiting times. The need to continue to convey the message as to when it is right to call 101 was discussed. KS made the Panel aware of an increase in demand on both the 101 and 999 numbers this year in comparison to last year's figures. It was noted that other ways of measuring performance were being considered beyond simply whether the call is answered

in 30 seconds. It is also important to review whether the individual member of the public is satisfied with the response to their call. KS added that the majority of calls are abandoned after three minutes and although statistics show an improvement there is still work to be done here.

Reference was made to the Panel's visit to the Force Command Centre (FCC), it was noted that this was a useful exercise and a further visit would be arranged for those who had been unable to attend.

CW queried whether call performance data could be included in the local neighbourhood watch newsletter. It was agreed to look into providing data for this.

KS highlighted Devon & Cornwall Police used an 'Ask NED' function on their website. NED stands for Non-Emergency Directory and it helps to reduce demand on the 101 call service, enabling the public to search for how to report certain issues, i.e. abandoned cars or discarded syringes in public places.

A selection of calls were reviewed and the Panel agreed that all of these were dealt with appropriately.

The date of the next meeting was confirmed for 12 October 2017.