



Dorset Police and Crime Commissioner Customer Service Improvement Panel

Tuesday 16 January 2018



Attendees

- Martyn Underhill Police and Crime Commissioner – MU
- Emma Barton Performance & Quality Assurance Manager, FCC – EB
- Simon Bullock Chief Executive, OPCC – SB
- Nick Cloke Head of Communications and Engagement – NC
- George Farquhar Member of Public Representative – GF
- Anna Giles Governance Officer, OPCC – AG
- Mervyn Harris Member of Public Representative – MH
- Paul Higgs Member of Public Representative – PH
- Becky Hodson Communications and Engagement Officer, OPCC – BH
- Emma Lee CVS Representative, Bournemouth CAB – EL
- Supt. Steve Lyne Contact Manager, Dorset Police – SL
- Jess Morton Communications Officer, Dorset Police – JM
- Gordon Mutton Merlin Entertainment (Guest speaker)
- Cllr, John Russell Police and Crime Panel Representative – JR
- Kevin Sargent Operations Manager, Dorset Police – KS
- Cllr Dave Smith Police and Crime Panel Representative (Observer) – DS
- Tom Smith Governance Advisor, OPCC – TS
- Cllr John Russel Police and Crime Panel Representative (Observer) – JR

Apologies

Rod Darrington, Chris Walton and Jonathan Wasey

Summary of Meeting

George Farquhar was welcomed as a new member to the Panel. The Panel noted that there would be recruitment to identify a new, independent, chair of the Panel. The proposed criteria for the role was shared with the Panel and agreed.

The minutes from the previous meeting were agreed subject to an amendment. It was confirmed that all outstanding actions had been completed.

Minor amendments to the terms of reference suggested at the previous meeting were agreed by the Panel. A presentation was given to the Panel by GM on Merlin Entertainments' approach to good customer service.

Performance on the 101 number was discussed. Live call figures for the week of the Panel Meeting were shared as a 1 minute 48 seconds average wait time with 72 % under 2 mins; 16% 2-5 minutes; 6% 5-7 minutes; 5% 7-15 minutes; and 1% over 15 minutes. It was noted that caller who has been waiting more than 15 minutes would be contacted with an apology and the reasons for the delay would be reviewed. The average answer time for April to August was 3 minutes 40 seconds. Abandoned calls were discussed and it was agreed that more understanding is required as to why calls are abandoned and the difference between 'abandoned' calls and 'diverted' callers. This will be

included on the next Agenda for further discussion. SL shared an infographic for the 101 and 999 service with the Panel. These gave the following figures for 2016-2017; 527,000 calls had been received in total ; 90 non-emergency calls per hour between 9am-5pm; average waiting time (after triage) of 4 minutes; average non-emergency call handling time 7.5 minutes; average emergency call handling times 5.5 minutes; 11,000 hoax/nuisance calls; and 40% of calls resolved at first point of contact.

The Panel discussed the new ask NED function. It was questioned whether this could be developed into a web chat or 'chatbot' type service. It was confirmed that development is always being looked at this is not on the immediate horizon. A presentation on the functionality of ask NED will be provided at the next meeting, this will also be used to discuss ways of diverting 101 callers to this function ahead of calling 101.

Examples of public contact were reviewed and the engagement calendar was noted by the Panel.

The Panel were provided with the highlight report showing which social media campaigns/posts reached the most people. It was noted that it would be useful to link this to the social media examples of public contact.

The date of the next meeting was confirmed for 12 April 2018.