



Dorset Police and Crime Commissioner
Customer Service Improvement Panel
Wednesday 23 January 2019



Attendees

- Martyn Underhill Police and Crime Commissioner, Chair of the Panel – MU
- Conrad Astley Communications and Engagement Officer, OPCC – CA
- Karen Bader Victims Bureau Manager, Dorset Police – KB
- Emma Barton Performance and Quality Assurance Manager, Dorset Police – EB
- Will Chakawata Out of Court Disposals Panel Chair (Observer) – WC
- Rod Darrington CVS Representative, Dorset POPP – RD
- George Farquhar Member of the Public Representative – GF
- Anna Giles Governance Officer, OPCC – AG
- Rachel Goodwin Staff Officer, OPCC – RG
- Mervyn Harris Member of the Public Representative – MH
- Jane Jennings Head of Contact Management, Dorset Police – JJ
- Fiona MacDonald Communications and Engagement Officer, Dorset Police – FM
- Tom Smith Scrutiny Manager, OPCC – TS

Apologies

Emma Lee, John Russell, Paul Higgs and Chris Walton.

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 updated on call handling times, the average call waiting time for April – December 2018 was 4.3 minutes. During this time, 48% of calls were answered in 20 minutes or less, 22% in 2-5 minutes, 10% in 5-7 minutes, 15% in 7-15 minutes and 6 % in over 15 minutes. It was noted that an apology is sent, via email, to all whose call waiting time was over 15 minutes. It was noted that the Force Command Centre had faced a number of issues which had affected call handling times.

KB provided the panel with information on the Victims' Bureau and the service they offer. It was highlighted that, in terms of response times, the Victims' Bureau were 100% compliant with the victims' code. It was asked if this message could be shared more widely. It was noted that the Victims' Bureau may be able to assist in reducing the volume of 101 calls and agreed that this would be discussed by the relevant parties outside of the meeting.

Examples of public contact made to the PCC's office were reviewed and discussed by the panel.

The panel were presented with the monthly highlight summary. FM updated the panel that there had been an increase in twitter traffic over the period of 14 December – 11 January and the top tweets over this period related to a lost baby shark toy, the Portman Hunt and the drink drive

campaign. It was also noted that there had been a slight decline in Facebook engagement over the same period.

The panel were informed of changes to its terms of reference and the panel noted these changes.