



## Dorset Police and Crime Commissioner Customer Service Improvement Panel

Wednesday 9 October 2019



### Attendees

- Adam Harrold Director of Operations, OPCC (Chair)
- George Farquhar Panel member
- Stephen Thorne Panel member
- Chris Walton Panel member
- Anne White Panel member
- Ken Hunter Customer Services Manager, BCP Council (part of meeting)
- Supt Jared Parkin Force Command Centre
- Jane Jennings Head of Contact Management, Dorset Police
- Vicky Goodwin Alliance Deputy Head of Corporate Communications & Engagement
- Tom Smith Scrutiny Manager, OPCC
- Vicki Radford-Bray Contact Officer, OPCC
- Cllr Barry Gorringe Police and Crime Panel observer
- Conrad Astley Comms & Engagement Officer, OPCC (part of meeting)

Apologies: Martyn Underhill, Ian Watson, Rod Darrington, Emma Barton and Kevin Sargent

### Summary of meeting

The minutes and public facing summary from the previous meeting were agreed and the outstanding actions reviewed.

The Police & Crime Commissioner would be standing down as panel chair and expressions of interest would be sought from panel members. A number of the actions focused on overall service improvement. Jared Parkin who had recently taken over responsibility for the Force Command Centre gave a presentation on proposed and ongoing initiatives aimed at improving customer service. These included the close monitoring of performance by Dorset Police, training and recruitment, investment in software and comparison with best practice in other forces.

There was a detailed discussion of the performance data including the reduction in number of non-emergency calls but increase in email traffic. There was also discussion regarding how best to present the performance figures in a way that would enable the panel to scrutinise more effectively in future. A number of examples of public contact were considered and comments noted. The panel concluded that all the cases had been dealt with appropriately by Dorset Police that the response times to the correspondence were satisfactory.

The Panel received a presentation from Ken Hunter of BCP Council on their customer service and there was discussion of the ways in which they might work more closely with Dorset Police.