



Dorset Police and Crime Commissioner Customer Service Improvement Panel

Wednesday 17 July 2019



Attendees

- Martyn Underhill Police and Crime Commissioner, Chair of the Panel – MU
- Conrad Astley Communications and Engagement Officer, OPCC – CA
- Emma Barton Performance and Quality Assurance Manager, Dorset Police – EB
- Rod Darrington CVS Representative, Dorset POPP – RD
- George Farquhar Member of the Public Representative – GF
- Adam Harrold Director of Operations, OPCC -AH
- Jane Jennings Head of Contact Management, Dorset Police – JJ
- Dan Mountain Alliance Deputy Head of Corporate Communications & Engagement, Alliance Corporate Communications – DM (by telephone)
- Vicki Radford-Bray Contact Officer, OPCC – VRB
- Tom Smith Scrutiny Manager, OPCC – TS
- Ian Watson Observer, OPCC Volunteer – IW
- Anne White Member of the Public Representative – AW
- Sandra Palmer-Snellin Guest Speaker, Farmer Palmers Farm Park Ltd (to item 4.1)

Apologies: Emma Lee, Stephen Thorne, Chris Walton, and Mervyn Harris

Summary of meeting

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

The Panel received a presentation from guest speaker, Sandra Palmer-Snellin of Farmer Palmers Ltd, regarding customer service.

The Panel were updated on the “Tweetathon” which was held on 25th June , running from 4pm-4am. The campaign reached over 2 million people and received over 400 replies, 700 shares, and 5000 likes.

Analysis of channel shift interactions shows that using emails or online forms as an alternative to phone calls does lead to a reduction in call volumes, but also causes an increase in emails.

There had been a 17% increase in 999 calls in the past week. This was up on the previous year by 10%.

The “Click Before You Call” campaign had launched for the summer. More analysis will be needed around channel changes and how it changes demand on the Control Room. As there is a change in reporting next month, the Chair has asked July to be bench marked so the statistics can be viewed to see what difference the “ Click Before You Call” campaign makes to demand on the control room.

Possible changes to the Dorset Police website were discussed, along with the use of a Single Online Home, and if these changes would be efficient and cost effective. It was noted that a comprehensive update on this is needed.

The introduction of the Neighbourhood Engagement Contract was discussed. The OPCC is currently assessing the results of the initial tranche of returns by the individual Neighbourhood Policing Teams; the OPCC is providing feedback by highlighting areas of interest and best practice.

With regard to call handling times, the Chair asked whether the Panel's bandings of call answer times are appropriate. It was confirmed that Triage now advises callers of the likely wait time.

The Panel considered a selection of the public contact emails circulated for their review and broadly concluded that the examples appeared to have been answered as would have been expected. It was further agreed that response times to the correspondence were satisfactory.