



Dorset Police and Crime Commissioner

101 Service Improvement Panel

Tuesday 4th April 2017



Attendees

- Gill Gordon Senior Communications Officer – GG
- Mervyn Harris Member of Public Rep. – MH
- Paul Higgs Member of Public Rep. – PH
- Emma Lee CVS rep, Bournemouth CAB – EL
- Supt Caroline Naughton Contact Management, Dorset Police – CN
- Cllr, Bill Pipe Police and Crime Panel Rep. – BP
- Colin Pipe Deputy Police and Crime Commissioner – CP
- Cllr, John Russel Police and Crime Panel Rep. – JR
- Kevin Sargent Operations Manager, Dorset Police – KS
- Cllr, Ann Stribley Police and Crime Panel Rep. – AS
- Chris Walton Member of Public Rep. – CW
- Tom Smith Interim Governance and Contact Manager, OPCC – TS

Summary of Meeting

CP informed the Panel that Dorne Hardyman had stepped down as Panel member since the last meeting. CP had written thanking her for her input and members were asked to give consideration to her replacement. The minutes from the previous meeting were confirmed as a true record.

The meeting reviewed the Actions from previous meetings. An update on 101 communications was provided. GG commented that a 'Tweetathon' would be considered as part of the summer campaign. CP suggested the focus could be on the correct use of 101 highlighting examples where it is commonly misused (e.g. to report dog fouling or parking matters which should be reported to the local authority rather than Police).

Call waiting time statistics were considered. CN noted that performance statistics had been collated from neighbouring forces, however due to differences in recording it could be difficult to make a direct comparison. It was confirmed that between July 2014 and March 2015 62% of calls were answered within 30 seconds and 10% of calls abandoned. In 2015/2016 71% of calls were answered in this timeframe and 8.9% of calls were abandoned. The overall percentage of calls answered within 30 seconds reached 82% in February 2017 and abandoned calls were down to 5%. Of the 18% of calls not answered within 30 seconds, 90% were answered within 1 minute and 10% in 2 minutes or more. There was discussion as to whether this could be raised to 90% answered in 30 seconds and it was confirmed that to do so would require a significant reallocation of resources which was unrealistic. The Panel agreed that the current goal is acceptable for a non-emergency service. CP expressed his thanks to the Force for the improvement which was evident in the statistics presented to the meeting.

CP commented on the new Policing and Crime Act 2017 and how it gave PCCs a more active role in overseeing police complaints. As a result a new complaints handling process will be introduced focusing on a more holistic customer service. CP suggested it may be useful for the Panel members to visit FCC, it was agreed that TS would take this forward. The Panel agreed with CP's proposal to

seek the Police and Crime Panel's (PCP's) agreement to broaden the mandate of the PCP representatives on the 101 Panel to enable it to become a wider customer service improvement panel. The Panel would continue to their dip sampling of 101 call recordings.

There was discussion regarding panel membership and input. CP suggested it would be beneficial to invite a representative from the private sector with experience of managing a sizeable call centre to a future meeting to enable their experience to be shared.

A sample of calls were reviewed and it was agreed they had been appropriately handled.

The date of the next meeting was confirmed for 13 July 2017.