



Dorset Police and Crime Commissioner Customer Service Improvement Panel

Wednesday 28 January 2020



Attendees

- Stephen Thorne Independent Chair
- Rod Darrington Independent Deputy Chair
- George Farquhar Panel member
- William Gibbons Panel member
- Ian Watson Panel member
- Anne White Panel member
- Supt Jared Parkin Force Command Centre
- Kevin Sargent Operations Manager, Performance Systems and Procedure
- Adam Harrold Director of Operations, OPCC
- Vicki Radford-Bray Contact Officer, OPCC
- Tom Smith Scrutiny Manager, OPCC
- Insp Rachel Goodwin Staff Officer, OPCC
- Frances Taylor Panel Observer - IOPC-Stakeholder Engagement Officer
- Catrin Evans Panel Observer - IOPC Director for Wales – CE
- Cllr Barry Gorringe Police and Crime Panel observer

Apologies: Chris Walton

Summary of meeting

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

Stephen Thorne had been appointed as Panel Chair and Rod Darrington as Deputy Chair.

Panel Members discussed the calls they had listened to in the Force Control Centre (FCC) and commented on the professional way in which the calls were handled by staff. A number of queries were raised and suggestions made for potential improvements. The panel agreed they would like to repeat the opportunity to listen to calls again at a future meeting. Comments were made on the steps being taken to ensure the continued wellbeing of call handlers particularly when dealing when distressing calls.

The non-emergency call handling performance figures were discussed. In particular it was noted that a proportion of calls dropped out of the system and it was not known for sure if these were abandoned or diverted and how many might result in the contact being made on line. Comment was made on the number of calls experiencing a wait of over 15 minutes. The impact of training staff on the new contact management system was discussed. The panel also discussed the recent recruitment drive.

It was agreed that a letter should be sent by the Panel Chair to the Chief Constable, commending those staff who have been nominated for the Chief Constable Awards and complimenting the call handling staff on their performance. It was further agreed that a Panel Forward Plan would be produced with the content completed by Panel members so that the document reflects members' views of what topics they would like to consider at future meetings.

The date of the next meeting was confirmed for 28 April 2020 (meeting cancelled due to the coronavirus pandemic).