



Dorset Police and Crime Commissioner
Customer Service Improvement Panel
Thursday 4 April 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
- Ben Hargreaves Chief Supt, Corporate Development, Dorset Police – BH
- Jane Jennings Head of Contact Management, Dorset Police – JJ
- Dan Mountain Alliance Deputy Head of Corporate Communications and Engagement , Alliance Corporate Communications - DM
- Geoff Petherick Member of the Public – GP
- Vicki Radford-Bray Contact Officer, OPCC – VRB
- Tom Smith Scrutiny Manager, OPCC – TS
- Stephen Thorne Member of the Public – ST
- Chris Walton Member of the Public – CW
- Ian Watson Member of the Public – IW
- Mervyn Harris Member of the Public Representative – MH

Apologies: Emma Lee, Mervyn Harris

Summary of Meeting

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

the panel discussed channel shift and other ways of contacting the police besides 101. Reference was made to the last Tweetathon which had been very successful. It was agreed that DM and CA would consider ways of further promoting channel shift .

TS explained that historically we have aimed to invite an external organisation to present to the panel with the aim of providing some learning for Dorset Police in terms of their customer service. Previous speakers had included the RNLI, Santander, Tesco and Merlin Entertainments and it had been agreed at the January panel to focus on some smaller organisations with a good customer service reputation. A number of suggestions were made for future presentations with a focus on how they deal with complaints and manage expectations within their call centres.

JJ referred to the updated National Customer Management Strategy, copies of which had been circulated. The Strategy outlined that nationally there has been a 10.5% increase in 999 calls in the last year. It is also taking longer to deal with complex calls so wait times have risen. This had also affected calls to 101.

In terms of 101 call performance it was noted that the performance target for Dorset Police is to answer within 2 minutes or less. In January 2019, 63% of calls were answered in 5 minutes or less, 42% within 2 minutes or less, 21% in 2 to 5 minutes. A further 10% in 5 to 7 minutes, 19% in 7 to 15 minutes and 8% in over 15 minutes. In the period April 2018 to February 2019, 67% were answered in 5 minutes or less with 46% within 2 minutes or less.

The Panel discussed the service level bands they had previously agreed.

the panel considered the 101 call performance statistics. The panel were informed that the average answer time for January was 5.4 minutes, this increased to 8.6 minutes in February. This compared with last year's data in which call waiting times didn't exceed 5.5 minutes.

There was discussion around the number of Abandoned calls and whether it is possible to show that many of these had resulted in channel shift to email/ website etc.

JJ informed the Panel regarding staffing in the Force Control Room (FCR). In addition to this there has been a 20% increase in the volume of 999 calls within the last 2 months which has caused significant increase in the workload of the department. There would be further discussion outside the meeting.

JJ commented that some forces include a demand profile and she is currently gathering suggestions from others in the force.

The panel considered a selection of public contact examples. It was noted that there were some cases where the query had been referred to police and would more appropriately have been referred to a local authority /other partnership agency.

A query was raised as to whether a message could be issued to inform the public of the types of issues that should be referred to the council rather than the police to enable such queries to be dealt with more efficiently.

Reference was made to the social media interaction activity.

The Panel considered the Terms of Reference and discussed the acceptable waiting times as the statistics show that 22% of calls are abandoned at 5.9 mins and the TOR states 5-7 minutes is satisfactory i.e. an acceptable wait time.

It was agreed that for the next meeting the panel would look to consider any available statistics to see if callers who abandoned 101 calls use any other method to contact Dorset Police.

The date of the next meeting was confirmed as 17 July 2019.