

DRAFT- Terms of Reference 101 Service Delivery Group

PCC Representative:	Deputy Police and Crime Commissioner
Chair:	
Dorset Police Representative	Ops Manager
Admin Support:	OPCC
Frequency of Meetings:	6 panel meetings annually.
Location of Meetings	The meetings will be held in different locations across Bournemouth, Dorset and Poole on a rotating basis.
Reports To:	PCC (Joint Executive Board)
Receives Reports From:	OPCC, Chief Officers, Corporate Development Department
Delegations /Powers	
Membership:	<ul style="list-style-type: none"> • Deputy PCC • 2 x Police and Crime Panel members • 3 x members of the public • 2 x representatives from voluntary sector organisations
Main Purpose:	<ul style="list-style-type: none"> • The purpose of the Panel is to gauge public satisfaction and act as a critical friend to Dorset Police to help improve the quality of the 101 service. • To assess the 101 service and determine whether it meets the needs and expectations of the community it serves. • To provide a mechanism for reviewing complaints that meet the criteria of failure in service. • To engage the public in improving the 101 service by: <ul style="list-style-type: none"> ○ increasing awareness of the scope and purpose of the service, ○ providing a mechanism for members of the public whose complaints remain unresolved, and those who wish to report a positive experience to directly address the panel. • To make suggestions in respect of improvements to the service. • To communicate findings in relation to service delivery back to the public. • To help shape publicity in respect of 101 and the use of the online reporting facility.

Meeting Structure	<p>Each meeting will review 101 performance figures for the preceding 2 month reporting period.</p> <p>Dissatisfied members of the public will be invited to present their experience of the service.</p> <p>Recordings of 101 calls may be relayed to the Panel to determine the quality of response (see data protection below).</p> <p>Panel members will be asked to review complaints received regarding the 101 service.</p> <p>Force Contact Management will be represented in an advisory capacity – they will not formally be members of the panel.</p>
Other Considerations	<p>Data Protection – Panel members will require vetting in order to listen to un-redacted calls and view call histories that could lead to the identification of the caller.</p> <p>The OPCC will recruit members of the public who express an interest in being on the Panel.</p>
Police and Crime Plan Links:	<p>To deliver the priorities in the Police and Crime Plan</p> <p>Joint Executive Board</p> <p>Strategic Performance Board</p> <p>Equalities and Confidence Board</p>