

**POLICE AND CRIME PANEL: 8 NOVEMBER 2016**

**101 SERVICE IMPROVEMENT PANEL**

**REPORT BY THE POLICE AND CRIME COMMISSIONER**

**PURPOSE OF THE REPORT**

*To update members regarding progress on the 2016 manifesto commitment by the Police and Crime Commissioner to create a Service Improvement Panel to examine complaints about the Dorset Police 101 non-emergency service.*

**1. BACKGROUND/INTRODUCTION**

1.1 Further to the paper presented to the Police and Crime Panel on June 10, the 101 Service Improvement Panel has been convened and held its inaugural meeting at Dorset Police Headquarters on 3<sup>rd</sup> October.

**2. PANEL MEMBERSHIP AND ADMINISTRATION**

2.1 Membership of the panel consists of:

- 2 x Police and Crime Panel Members
- 3 x Members of the Public
- 3 x Representatives from the Community and Voluntary Sector (CVS)

The panel is chaired by Acting PCC Colin Pipe, and serviced by a member of OPCC staff. Superintendent Caroline Naughton, Contact Management at Dorset Police, and Operations Manager Kevin Sargent also contribute to the panel in their professional capacity.

2.2 All volunteer panel members have been subject to police vetting.

2.3 All panel members have been required to sign a confidentiality agreement, due to their access to sensitive and personal information.

2.4 Future Panel Meetings are scheduled for:

- Wednesday 4 January, Bournemouth 14.00-16.00
- Tuesday 4 April, Weymouth 10.30-12.30
- Thursday 6 July, Poole 14.00-16.00

### **3. 101 CALL HANDLING PROCESS**

3.1 Dorset Police manages around 1,300 calls to 101 and 200 calls to 999 per day, on average. Over the summer period these calls increase up to 1,500 to 101 and 290 to 999 calls daily.

3.2 The Dorset Police command, control and public contact centre operates on a 24/7/365 basis, with a three shift pattern staffed by 24 call handlers per shift, covering three distinct roles – 101 call handling, 999 call handling and the dispatch team who are responsible for directing officers to incidents.

3.3 Dorset Police utilise a combination of the National Decision Making model and the THRIVE triage process to assess the priority of calls:

- T **T**hreat (to whom or what, and with what)
- H **H**arm (if carried out, what is the likely level of harm)
- R **R**isk (what is the likelihood that the threat or harm will occur)
- I **I**nvestigation (is there a need for investigation)
- V **V**ulnerability (is the caller vulnerable as a result of their situation or otherwise)
- E **E**ngagement (is there an opportunity to engage to build reassurance)

Callers are then given an estimated wait time by the triage team; however this can fluctuate should higher priority calls be received. The average wait time is currently four minutes, with a call back service being offered between 0800-16.00 on weekdays.

3.4 On average, around 8 or 9 complaints are received monthly, representing a complaint rate of 0.02%.

3.5 Around 25% of calls to 101 are not relevant to police responsibility.

### **4. EVIDENCE PRESENTED TO PANEL 3 OCTOBER 2016**

4.1 The calls that were presented to the panel were randomly selected from within a specific time period provided by the OPCC.

4.2 Four recordings were played to the panel:

- Call 1; Saturday 23<sup>rd</sup> July taken at 22.42 following a 6 minute wait, regarding a drug deal taking place at the rear of a property;
- Call 2; Monday August 8<sup>th</sup> taken at 09.32, following a 9 minute wait, anonymously reporting intelligence pertaining to drug dealing;
- Call 3; Wednesday 17<sup>th</sup> August taken at 14.00, following a 6 minute wait, regarding cars causing an obstruction; and
- Call 4; Thursday August 24<sup>th</sup> call taken at 20.44, following a 17 minute wait, reporting a missing 15 year old.

4.3 The panel then heard from a complainant, who had experienced issues with 101 when attempting to report theft from a yacht club, and were given the opportunity to ask questions in person for clarification.

## **5. 101 SERVICE IMPROVEMENT PANEL FEEDBACK**

- 5.1 The panel suggested that the 101 email address be added to the call waiting message for a trial period. The panel acknowledged that while this may improve service satisfaction through the potential reduction in waiting times, it would not cut down on the call handler workload as the response would still require attention.
- 5.2 The panel reported that there was still a lack of understanding, particularly within the older age group regarding when it is appropriate to call 999 and when to call 101. A high percentage of older people in contact with a voluntary organisation represented on the panel expressed a wish of not wanting 'to bother' the police. The panel agreed that there was still a need to communicate the message that 999 was suitable when life was at risk, or a crime was in process
- 5.3 The panel requested that they be given access to the statistics of actual call times, as being more insightful than averages into the overall level of service offered.
- 5.4 The panel also highlighted the need to publicise that the **whole cost** of the call is only 15 pence, as many people think it is 15p per minute and the length of the call is costing them more money, leading to increased dissatisfaction.
- 5.5 The panel also recommended an ongoing communication campaign with the public so they really understand the service, taking account of the fact that 20% of people do not use the internet. A member of Dorset Police Communications Team will therefore be invited to attend future meetings.

## **6. RECOMMENDATIONS**

- 6.1 Members are invited to note this update in relation to the inaugural meeting of the 101 Service Improvement Panel, recognising that the panel and its operation will be further refined over upcoming meetings.
- 6.2 The PCC would welcome any feedback and suggestions to assist the 101 Service Improvement Panel and its overall effectiveness.
- 6.3 Due to the resignation from the panel of Cllr Dove, the PCC would welcome a further member from the Police and Crime Panel to sit on the 101 Service Improvement Panel.

### **SIMON BULLOCK INTERIM CHIEF EXECUTIVE**

Members' Enquiries to: Simon Bullock, Interim Chief Executive (01305) 229084  
Press Enquiries to: Kristian Ward, Digital Engagement Officer (01305) 229088

### Appendices

Appendix A – Confidentiality Agreement



## **101 Service Improvement Panel**

### **CONFIDENTIALITY AGREEMENT**

Due to the confidential nature of the subject matter, all 101 Service Improvement Panel Members are required to sign this Confidentiality Agreement which summarises their agreed responsibilities and the Police and Crime Commissioner's expectations of what is expected of panel members. The Office of the Police and Crime Commissioner (OPCC) may revise the Confidentiality Agreement from time to time as required.

The following points highlight what the OPCC expects from each panel member.

#### **1. APPOINTMENTS**

Panel members will be invited to join at the request of the Police and Crime Commissioner, and due to the confidentiality required for the role, panel members will be subject to police vetting procedures.

The Panel will consist of :

3 x Police and Crime Panel Members

3 x Members of the Public

3 x Representatives from the Community and Voluntary Sector (CVS)

#### **2. CHANGE OF CIRCUMSTANCES**

Panel members are required to notify the panel administrator of any change of circumstances which could affect their position as a panel member e.g if they are arrested and charged with a criminal offence, become a special constable, or police officer, or undertake any other work or volunteering which may present them with a conflict of interest.

#### **3. CONFLICT OF INTEREST**

If panel members become aware that they have any link or association with one of the dip samples, or are aware of any circumstances which may affect their ability to evaluate the recording fairly they should make this known and absent themselves from the panel while the sample is being discussed.

#### **4. MEETINGS**

The 101 Service Improvement Panel will convene four times a year to evaluate dip sampled calls to 101, and to hear testimony from members of the public regarding their experiences of using the service. These dates will be notified at least 6 months in advance.

#### **5. IMPARTIALITY AND CONFIDENTIALITY**

Panel members will be given access to calls taken by 101 call handlers which will include personal information, and intelligence being provided to Dorset Police. Panel members must comply with data protection legislation, and maintain the confidentiality of all information and any personal details pertaining to the calls. Any associated paperwork including notes should be returned to the OPCC at the end of each panel evaluation session to be destroyed.

#### **6. EXPENSES**

The role of panel member is entirely voluntary, but certain reasonably incurred expenses, including travel costs may be claimed. Expense claims made on the appropriate form should be submitted following each panel meeting with necessary supporting receipts.

#### **7. PERSONAL DETAILS**

You are required to inform the panel administrator promptly of any change of contact details.

#### **8. QUERIES**

Queries on any aspect of the panel should be made initially to the panel administrator on 01202 229084.

#### **UNDERTAKING**

In signing this Confidentiality Agreement I undertake to be bound by it's terms:

Name

Signature

Date