



Terms of Reference

Customer Service Improvement Scrutiny Panel

1.1 INTRODUCTION

The Police and Crime Commissioner instigated the creation of the Panel in 2016 to consider the service provided to the public when using the 101 non-emergency telephone service. In recognition of the progress made to date, and in understanding that future improvements to public contact will likely lie in a variety of public contact methods, it was decided to broaden the scope of this panel.

The Customer Service Improvement Scrutiny Panel (formerly the 101 Service Improvement Panel) will independently review the various means of public contact with the Force, including public engagement activity via social media (Facebook, Twitter and LinkedIn) and how these might be harnessed to opportunities for demand reduction and channel shifting and the 101 non-emergency telephone service.

The intention is to determine whether the service and wider communications are considered appropriate, to increase transparency and increase public confidence.

The focus should be on how Dorset Police provide a service to the public. Feedback from the Panel should therefore be able to inform how the service has, or could be further, improved, including how a complaint has been dealt with, what action has been taken as a result and the opportunities for learning that this presents.

1.2 PURPOSE

The purpose of the Panel is to independently assess public satisfaction with the totality of Force's public contact provision and act as a critical friend to Dorset Police to help improve the quality of such services. The Panel can make recommendations and provide feedback for communication to the Force via the OPCC or to other agencies.

It will do this by:

- Considering the wider means of communication with the public (e.g. scrutiny of Dorset Police communications campaigns), public engagement activity via social media (Facebook, Twitter and LinkedIn), and other communications by the Force, including initiatives aimed at innovative ways of working and opportunities for demand reduction and channel shifting.
- Considering other forms of public contact with the Force by email, or telephone.
- Considering Force website, social media use and other forms of public contact as appropriate, including how these might be harnessed to opportunities for demand reduction and channel shifting and quality of service.
- Considering statistical data on the 101 call service and listening to dip sampled recordings of actual 101 calls and examining electronic correspondence received via web forms, emails and/or software applications.

- Giving feedback based on customer experience which should be able to inform how service has, or could be further, improved, including innovative ways in which this might be done.
- Suggesting ways of improving the service to the public in respect of the various means of communication, including communications and initiatives by the Force aimed at innovative ways of working, including demand reduction and channel shifting, how complaints have been handled, what action has been taken as a result and the opportunities for learning that these present.
- Participating in visits as appropriate to Force Command Centre at Dorset HQ.
- Assessing the means of public communication, including social media, channel shifting and other communications including the 101 service and determine whether these meet the needs and expectations of the community they serve.
- Scrutinising occasions where the 101 service is perceived to fall short of expectations to satisfy itself that the reasons are justifiable.
- Engaging the public in improving the service to customers by:
 - Increasing awareness of the scope and purpose of the various means of communication and public engagement, including initiatives by the Force aimed at innovative ways of working including demand reduction and channel shift;
 - 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.
- Making suggestions in respect of improvements to the methods used to communicate with the public and in respect of the 101 service to customers.
- Communicating findings in relation to service delivery back to the public.
- Helping shape publicity in respect of:
 - the various means of communication with the public, including the 101 service;
 - the 101 service and the use of the online reporting facility.

Feedback should be constructive, and focus on how Dorset Police provide a service to the public. Feedback should therefore be able to inform how the service has, or could be further, improved.

1.3 PANEL MEMBERSHIP

- 1) Independent Panel Chair (appointed by the Police and Crime Commissioner - PCC)
- 2) 3 x members of the public

- 3) 2 x representatives from voluntary sector organisations
- 4) Office of the Police and Crime Commissioner (OPCC) Representative

One representative from the Police and Crime Panel will attend as observer at Panel meetings.

A representative from the private sector will be invited to attend Panel meetings.

Representatives of Dorset Police will attend to inform and advise the Panel.

As members may become involved in discussing confidential matters they will agree not to disclose personal details of these outside of the meeting. A summary of the Panel's findings will be made available following the meeting. This will be a public facing document which will be posted on the OPCC website to provide transparency regarding the activities of the Panel. A Confidentiality Agreement is outlined at **APPENDIX A** and members will agree to be bound by this.

Panel members should do their utmost to attend Panel meetings, however if absence is unavoidable a representative, appropriately briefed, may attend in their place.

The Panel will meet quarterly. In the event of the chairperson being unavailable the Panel will identify a Chair for the purpose of that meeting.

1.4 CHAIRPERSON

The role of the Chair is to ensure that each Panel member has equal opportunity to participate in the discussions. The term of the appointed Chair will be for a maximum of three years, with an annual review.

1.5 VACANT POSITIONS

When vacant positions arise within the Panel it will be at the discretion of the OPCC in conjunction with panel members to identify a suitable replacement. Panel membership can be reviewed at any time.

1.6 DIP SAMPLING OF CONTACTS

In advance of each meeting, the OPCC will independently select a sample of electronic correspondence received via web forms, emails and/or software applications for the panel's scrutiny, together with 101 call recordings which will be played at the Panel meeting for scrutiny by members.

The aim will be to enable the Panel to consider the quality of service by looking at examples of complete correspondence (e.g. emails) appropriately redacted, including the response from the Force.

Suggestions from the panel should focus on innovative ideas and ways in which the Force communications might be improved, in a way that the Panel considers would be easily understood by the public.

Part of the Panel's role will be to assist with communications aimed at educating the public (regarding the correct use of the 101 service) and the sorts of matters 101 should not be used for (e.g. issues which should be referred to the local authority, or trading standards).

1.7 PANEL MEETINGS

The meetings will be held on a quarterly basis. The output from Panel meetings in terms of minutes and actions will be submitted to the Joint Executive Board. In addition, a summary of the Panel findings based on the minutes will be circulated to all members and posted on the OPCC website.

Each meeting will review recent communications by Dorset Police, including recent 101 performance figures.

Papers for Panel meetings will be issued one week in advance of the panel meeting.

Panel members may refer issues raised with them by members of the public about recent communications by Dorset Police and feedback and experience of any aspect of public contact and how these might be harnessed to opportunities for demand reduction and channel shifting.

A sample of appropriately redacted electronic correspondence received via web forms, emails and/or software applications will be submitted to the Panel and recordings of 101 calls will be relayed to the Panel to determine the quality of response (see data protection below).

Panel members will be asked to scrutinise occasions where customer service is perceived to fall short of expectations to satisfy itself that the reasons are justifiable and reports from the public of particularly good service.

Dorset Police representatives will include Website and Force Communications personnel plus Force Contact Management. These will be present to advise and inform the panel – they will not formally be members of the Panel.

Data Protection – Panel members will require vetting in order to review sample electronic correspondence from which it may be possible to identify individual members of the public, listen to un-redacted calls and view call histories that could lead to the identification of the caller.

The OPCC will recruit members of the public who express an interest in being on the Panel.

1.8 FINDINGS AND FEEDBACK

Dorset Police will use the feedback from Panel meetings to ascertain whether changes or further guidance are required to improve the communications by Dorset Police with the public.

The ToR can be revisited and amended if necessary.

APPENDIX A**Customer Service Improvement Scrutiny Panel****CONFIDENTIALITY AGREEMENT**

Due to the confidential nature of the subject matter, all Members of the Customer Service Improvement Scrutiny panel 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 Members of the Public

2 x Representatives of VCS Organisations

In addition to the members, there will be the following attendees at Panel meetings:

- One representative from the Police and Crime Panel will attend as observer at Panel meetings.
- A representative from the private sector will be invited to attend Panel meetings.

- Representatives of Dorset Police will attend to inform and advise the Panel.

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 or an example of correspondence with the Force fairly they should make this known and absent themselves from the panel while the sample is being discussed.

4. MEETINGS

The Customer Service Improvement Scrutiny Panel will: convene four times a year to consider examples of appropriately redacted correspondence including web forms, emails and / or software applications relating to communications with the public, evaluate dip sampled calls to 101, and to hear testimony from members of the public regarding their experiences of using the service or of communicating with Dorset Police via such forms or emails. Dates of panel meetings will generally 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 and other correspondence including web forms and emails 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 its terms:

Name

Signature

Date