



Request for decision: **D29-2016**

Subject matter: Performance 999 / 101s

Executive summary:

An update was provided on performance. Key points included:

- Demand from the 999 resource has increased significantly, receiving 590 999 calls per month.
- Demand from 101 calls has decreased to 20,000 per month (down from 21,000), due to scripting that's been put in place, diverting calls to other agencies, where necessary.
- Apparent insufficient resources to meet demand.

The Police and Crime Commissioner (PCC) expressed his concern in respect of the public's perception of 101/999 service. The Deputy Chief Constable suggested that some modification will be necessary in order to optimise resource in line with demand.

Recommendations (with reasons for that recommendation)

It was agreed an action plan, with a built-in score card with Most Similar Forces, be prepared and an update be reported to November's Governance Board meeting.

The PCC requested that some work be done around what happens to abandoned calls and an update provided to the next Governance Board meeting.

The PCC informed the Constabulary that whichever way the facts are interpreted, performance was not good and improvements needed to be made.

The Chief Constable directed Supt (Force Control Room) to return to the Governance Board with a more comprehensive update.

Police and Crime Commissioner

I confirm the above recommendations.

Signed:

Date: 27 October 2016