



WEST YORKSHIRE POLICE AND CRIME PANEL

10 MARCH 2017

101 Call Handling Update

1. BACKGROUND

The Police and Crime Commissioner (PCC) has previously given a verbal update on matters regarding 101 Call Handling, publicity regarding 101 Call Handling was also raised by the Panel at their meeting on 11 March 2016 and an update report was scheduled for 16 December 2016. .

2. INFORMATION

The attached report provides an update on the Customer Contact Centre Call Handling January 2017.

3. PCC GOVERNANCE

The PCC regularly receives feedback on 101 call handling both in informal and formal meetings and from members of the public and the press. The performance of the call centre impacts directly on victims and witnesses and is vital to ensure that victims get the high quality support and help they need, when they need it, in the way they need it from the right agency, call centre performance also has a direct positive or potentially negative impact on trust and confidence in policing. The PCC stays in regular contact with the Call Centre Manager and the staff who work there and visits when it is appropriate to do so. Performance around the 101 continues to be a topic raised with the PCC both at partner and community meetings and is also routinely raised through casework.

The impact of 101 performance continues to be discussed in a delivery setting when looking at Force performance as part of the quarterly performance framework. In addition particular issues around demand and public feedback are also discussed with the Chief Constable at Community Outcome meetings where the PCC routinely discusses those matters which are of high public interest. The PCCs Youth Advisory Group and West Yorkshire Police Force Independent Advisory Group has also visited the call centre to observe how 999 calls and 101 calls are answered.

CONSULTATION

The PCC also launched a joint contact survey with West Yorkshire Police on 8 December, the survey was launched to learn more about how and why people contact the police, whether they have visited their local police station or other public enquiry counters recently and to establish whether they are aware of the new ways of contacting the police which are available. The results of the survey will enable the PCC and the Chief Constable to better understand the needs of communities.

The survey closed on 19 January 2017 with 2,783 responses, the findings have been considered and a series of recommendations have been made by the PCC, the response from West Yorkshire Police was discussed at the Bilateral on 28 February 2017. Of note, the survey did highlight that the most commonly known form of contact for the police was 999 with 97.9% of respondents stating that they were aware of this although this awareness dropped to 90% for respondents from a BME background and that the most common way for respondents to contact West Yorkshire Police in the last year was by phoning 101 with 43% of the respondents stating that they used this method.

Finally, the PCC has also used engagement opportunities to promote the benefits of online reporting and to discuss levels of high demand taking the opportunity where possible to speak to talk to individuals and groups about their experiences, he also provides a link on his own website to online reporting. The PCC is also a member of the National Digital Policing Board where the best use of new technology is being explored to improve access to the police from the public and to ensure we are taking new opportunities at both regional and national level when and where they arise.

The PCC will continue to scrutinise performance and engage to assess the impact of 101 performance across all priority areas.