



WEST YORKSHIRE POLICE AND CRIME PANEL

15 SEPTEMBER 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 update reports have been provided at the meetings on 16 December 2016 and 10 March 2017.

2. INFORMATION

The attached report at Appendix A provides an update on the Customer Contact Centre Call Handling August 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 has visited the call centre on a number of occasions to talk to the call centre manager and the staff who work there. 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.

Finally, the PCC has also used engagement opportunities to promote the benefits of online reporting and to discuss levels of high demand, he also provides a link on his own website to online reporting.

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