

DERBYSHIRE POLICE AND CRIME PANEL
REPORT OF THE DIRECTOR OF LEGAL SERVICES OF DERBYSHIRE
COUNTY COUNCIL

POLICE 101 TASK AND FINISH GROUP SCOPING REPORT

26 May 2016

1. Purpose of Report

To consider the scope of the task and finish group's work in how to support and challenge the Police and Crime Commissioner (PCC) in relation to the Police non-emergency number 101.

2. Information and Analysis

The Panel agreed at its Panel meeting on 24 March 2016 to establish a task and finish to look in more detail at the Police 101 service. It was agreed that the Group be made up of Councillors Frudd and Murray.

The working group held its first meeting on 7 April 2016. The meeting notes can be found in appendix one.

Members of the working group reviewed the Contact Management Report that has been presented to the PCC's Strategic Governance Board (SGB). The working group noted the performance of the Police 101 service and the work being undertaken by the Police to improve the service. The working group also noted the PCC's request to the Police to come back to the SGB to provide an update on progress.

The PCC has already take steps with the Police to ensure improvements to the 101 service. The working group would like the PCC to come back to the Panel on 14 July 2016 to present an update on the work the PCC has done to help improve the 101 service.

If there are continuing issues with the 101 service the working group would look at and seek assurances from the PCC that they have worked with the Chief Constable in respect to:

- The arrangements for Police and Fire contact management staff co-locating in the new joint HQ and whether this extends to sharing duties across both 'blue light' services. For example, if there is a peak in calls for Police service, staff from the Fire can make up extra capacity.

- What plans are in place in the event of a major incident or large emergency? What are the contingencies in place to ensure contact management staff are supported if such an event occurs?
- What happens to callers who abandon? Do they call back later? Do they contact another service (999, 111, Call Derbyshire etc...)? What are the natures of the abandon calls? Such evidence may have to be gathered via public consultation.
- What can Panel Members do to support the PCC by maintain confidence in the 101 service to its constituents'?

Members also requested whether a visit could be arranged to the joint Fire and Police HQ in Ripley when it is permissible.

3. Other considerations

In preparing this report the relevance of the following factors has been considered: financial, legal, prevention of crime and disorder, equality and diversity, human resources, environmental, health and transport considerations.

4. Background papers

Files held by the Improvement and Scrutiny Officer.

5. OFFICER'S RECOMMENDATIONS

That the;

1. Panel notes the report
2. Panel endorses the proposed approach
3. Panel agree to the PCC presenting an update on Police 101 performance at in July 2016
4. Working Group present their findings to the Panel at a future meeting

John McElvaney

Director of Legal Services

Derbyshire County Council

Police and Crime Panel Working Group – Police 101 review

Meeting Notes 07/04/2016

Present:

- Cllr's Frudd and Murray
- David Rose (Improvement and Scrutiny Officer)

Introduction

The working group met for the first time to discuss how to support and challenge the PCC in relation to the Police none-emergency number 101 service.

Members of the working group reviewed the Contact Management Report that has been presented to the PCC's Strategic Governance Board (SGB). Additionally, Members discussed how to take forward the review. The following points were discussed and noted:

- The performance of the Police 101 service and the work being undertaken by the Police to improve the service.
- The PCC's request to the Police to come back to the SGB to provide an update on progress.

Scope of review

Members discussed what a review of the 101 service could cover. It was noted that:

- The PCC has already take steps with the Police to ensure improvements to the 101 service.
- A scoping report will be presented to the Panel in May 2016 to update Members of the review.
- The working group would like the PCC to come back to the Panel in July 2016 to present an update on the work he/she has done to help improve the 101 service.

Going forward, if there are continuing issues with the 101 service the working group would propose to look at and seek assurances from the PCC that they have worked with the Chief Constable in respect to:

- The arrangements for Police and Fire contact management staff co-locating in the new joint HQ and whether this extends to sharing duties across both 'blue light' services. For example, if there is a peak in calls for Police service, staff from the Fire can make up extra capacity.
- What plans are in place in the event of a major incident or large emergency? What are the contingencies in place to ensure contact management staff are supported if such an event occurs?
- What happens to callers who abandon? Do they call back later? Do they contact another service (999, 111, Call Derbyshire etc...)? What are the natures of the abandon calls? Such evidence may have to be gathered via public consultation.
- What can Panel Members do to support the PCC by maintain confidence in the 101 service to its constituents'?

Members also requested whether a visit could be arranged to the joint Fire and Police HQ in Ripley when it is permissible.

Actions:

- **Request a visit to the joint Fire and Police HQ in Ripley.**