



## **ACTIONS FROM PREVIOUS MEETINGS**

**12 DECEMBER 2008**

At its meeting on 6 June 2008 the Local Committee considered a report on the work of the Safer Waverley Partnership. In discussion some members expressed concern at the level of responsiveness of Surrey Police's call-handling centre.

Following the meeting Mr J Farmer raised the matter at a meeting of Surrey Police Authority on 27 June 2008 and the outcome of his question are set out in the following extract from the minutes:

John Farmer, Surrey County Councillor for Farnham North, asked,

On June 6<sup>th</sup> a councillor raised a point and discussion took place re the poor response and usefulness of the Police contact centre as many times no answer was received (no answer phone handled the calls in the 'absences on duty' of the Police officers). This point was echoed in agreement by a number of councillors who confirmed that they were aware that members of the public has lost confidence and commented 'it is a waste of time calling'.

This is a very serious status as the excellent concept and practice of 'intelligent policing' becomes flawed as the lack of incident reporting can and may well make the police performance figures 'optimistic'.

Is this problem understood and what rigorous actions are being taken to resolve it?

The Chief Constable informed Mr Farmer that he would ask Superintendent Sue Lampard to speak with him personally. An invitation was given to Mr Farmer and his County Council colleagues to come and visit the Contact Centre which had significant investment to improve service and satisfaction. The Contact Centre was meeting 95% of its performance targets for 999 calls. For non-emergency calls, members of the public should call the 0845 number to ensure a response. Sometime members of the public rang their local officer on their personal mobile which was not answered 24/7.

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Mr Farmer has continued to work with Surrey Police on this matter and a questionnaire has been developed (annexed) to assist elected members in working with members of the public who experience problems when attempting to contact the Police. It is hoped that feed-back obtained by this route will help Surrey Police to understand the problems and lead to an improved service.