# Police and Crime Commissioner - Scrutiny Meeting

**Date:**      **Wednesday 11 August 2021**
**Time:**      **1400-1500**
**Venue**:      PCC Meeting Room

## Microsoft Teams meeting

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## Agenda

| | | Presented by |
|---|---|---|
| 1. | Apologies For Absence | |
| 2. | Scrutiny Tracker – updates | Attached |
| 3. | PCC Scrutiny Question – **Force Control Room** | Cleveland Police |
| 4. | Topic for Next Meeting  - **HMICFRS Custody Inspection** | Police and Crime Commissioner  (to follow) |
| 5. | Any Other Business | |
| 6. | Date of next meeting – 29 September 2021 | |

## Scrutiny Meeting
## Force Control Room

| Report Title | **Force Control Room** |
|---|---|
| **Meeting date** | **11 August 2021** |
| **Deadline for submission to OPCC** | **27 July 2021** |

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**Question to the Force** *(Question(s) to be provided by OPCC)*

**Question**:

- The Force Control Room has been back under the control of the Force, earlier than planned at the Force's request, for over a year now (since May 2019). In addition to this a significant amount of additional public money has been invested in this area. With this in mind it is recommended that the PCC requests a report from the Force covering the following:
- Progress in delivering the additional resources
- The impact on service delivery to the public of this additional investment
- How the overall costs of the Force Control Room in Cleveland compare, in Value for Money terms, to others within the country.

- Given the additional investment of over £3m per year since 2018/19 what has been delivered in terms of improvements?

- Call handling performance?

- Reduced waiting times?

- Lower abandonment rates?

- More accurate assessment of calls?

- Increased Resolution without Deployment?

- Increased Public Satisfaction with FCR performance?

- Increased Customer (both Internal and External) Satisfaction?

3. Is the volume of calls the reason why Costs are so much higher in Cleveland than elsewhere? If so why?

4. How does the average cost per call (of £30) compare with other Police Forces?

5. Analysis of the benefits brought by the Single On Line Home, what has been the impact and what are the future plans

**Rationale for Question** *(Reason why the question has been asked, what is the PCC seeking assurance on etc)*

The PCC is seeking assurances regarding the progress made within the Force Control Room following its return in house and in relation to the impact of the extra funding that was made available.

**OPCC Background Information** (*OPCC will provide information they have, for example from public feedback, stakeholder engagement, OPCC work streams, scrutiny panel and joint audit committee information, any Force responses from previous scrutiny meetings, national findings/reports, HMICFRS, performance data etc).*

**Current Status** (*what is the Force doing and why*)

**Key Successes to Date** (what is working well and why)

**Areas for Development** *(what is not working so well and why, what planned work is due to take place)*

**Assurance from Force** *(where appropriate, what will be different and by when, which forum has oversight of this work)*

**Performance Information** *(Linked to Force Performance and Quality Framework - Key performance indicators related to subject area, commentary on past performance, current performance and future target performance – what does good look like?)*

**Risks** *(identified risks to future performance/delivery and how these will be mitigated against?)*

**Resource implications** *(are there any resource implications in terms of finance, staff, estates, IT etc?)*

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| **Timescales** *( what are the timescales for delivery?)* |
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| **Impact** *(Where change has taken place what difference has it made, is this activity considered business as usual)* |
| |

Author:
Date: