

## Media statement **Embargoed until 12 March 2018**

### **£3m of improvements on the way for North Yorkshire's 999 and 101 services**

Elected Police and Crime Commissioner, Julia Mulligan, has today announced that she is to invest more than £3 million into North Yorkshire Police's Force Control Room over the next two years to improve the service to the public.

The investment comes on top of improvements made last year, following a drop in performance due to a surge in calls, amid public concerns. The measures so far have resulted in the average time taken to answer a 101 call falling from 3 minutes 35 seconds in August to 1 minute and 6 seconds in February.

Now, in anticipation of a further increase in demand over the busier summer months, additional improvements will be made including:

- New accommodation at Fulford Road in York for the larger team of call handlers and staff
- Improved training and tutoring facilities, so people can be coached in smaller groups, more quickly
- 32 additional full time staff
- State-of-the-art IT equipment
- A new Crime and Occurrence Management Unit to improve crime recording

Julia said: "The public has been crystal clear that the performance of the 101 number in particular has not been good enough—this has also impacted on the vital 999 service. Whilst I am pleased that the force has already put in place measures to improve matters, this investment will, over time, ensure that busy periods don't cause substantial issues and that the police have what they need to provide a first class service to the public.

"I would like take this opportunity to say thank you again to the control room staff for their hard work and patience as improvement plans have been put in place. There was never going to be an overnight 'fix' to the issues, but the additional money raised by the recent increase in policing precept has allowed me to make a substantial investment in the 101 service, which I know is a number one priority.

North Yorkshire Police Superintendent Mike Walker, said: "Demand in the Force Control Room shows no sign of reducing and although we have put various measures in place to improve the service over recent months, we need a sustainable and resilient solution for the future. This additional funding will provide that and ensure our service continues to improve.

"Members of the public can also do their bit, and only call us when it is a police-related matter to ensure our lines are kept free for people in need of genuine police assistance. If you are unsure about who to call, our website provides guidance on who to call in various situations from noise nuisance to stray dogs."

## Notes to Editors

Please see the decision notice that will be published online at <https://www.northyorkshire-pcc.gov.uk/police-oversight/governance/decisions/> from Sunday 12 March at 00:01.

The PCC approves the expenditure of £1,387,847 revenue costs and £658,960 capital costs in the first year, a revenue cost of £1,171,416 in the second year, and an uplift in the ongoing revenue budget for the FCR of £941,600 for each subsequent year.

The following will therefore be funded:

- A permanent separation of crime recording functions from the FCR, merging them with the Crime Management Unit to form a Crime and Occurrence Management Unit (CROMU).
- Provision of additional semi-permanent accommodation at the FCR and suitable IT equipment for the FCR and CROMU.
- An increase of 42.14 budgeted FTE staff resource for the FCR and Crime and Occurrence Management Unit (CROMU) (a further recruitment of 32.14 FTE staff).
- Allocation of appropriate project resource to carry out research into options for long-term FCR service delivery in the context of current and planned transformational work, including the Customer Service Review.

## Ends

For more information please contact:

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