



Devon & Cornwall  
Police Authority

NEWS & INFORMATION  
3 / 2008

### **Police Authority Meetings and News**

The Police Authority's Annual General Meeting was on Friday 9<sup>th</sup> May 2008 at County Hall in Exeter and was broadcast live on the Police Authority Web-site. John Smith was re-elected as the Chairman and Mike Bull was re-elected as the Vice-Chairman. Both are now in their second year in the post.

The meeting was successfully web-cast and is now on the Devon and Cornwall Police Authority web-site for people to view. Now the Police Authority have the facilities and equipment, more Committee Meetings will be available to view on the web-site.

The Police Authority proposed to adopt a Constitution that sets down how it will exercise its duties and powers to ensure the provision of an effective and efficient police service. This would be a living document that would be updated as and when necessary.

The Community Engagement Committee passed the proposal to increase the consultations and surveys to target the views of young people and it agreed to implement the public survey's that will take place every year instead of every three.

#### **Dates of the next Police Authority Meetings:**

Friday 27<sup>th</sup> June 2008

Friday 26<sup>th</sup> September 2008

Friday 12<sup>th</sup> December 2008

Friday 13<sup>th</sup> February 2009

## **DEVON & CORNWALL CONSTABULARY COMMUNICATIONS ROOMS:**

The Main Role of the Communications Rooms:

- To answer and respond to Emergency 999 calls.
- To answer and respond to non-emergency calls.
- To provide a crime recording service for the public and police officers.
- To provide a resource dispatching service to deliver police resources to incidents.
- To 'command and control' incidents and resources.
- To provide an initial manager to take charge of Force Firearms and Critical (Serious) Incidents.

**These are provided 24 Hours a Day, 7 Days a Week, 365 Days a Year.**

### **Emergency 999 Calls:**

- The Constabulary receive more than a quarter of a million (about 254,000 in 2007/8) 999 calls per year which works out to approximately 700 per day. For the full year 2007/8 we answered more than 90% of these calls within the national target time of 10 seconds with an average wait of about 4 seconds.

### **Non Emergency Calls – 08452 777 444:**

- More than 900,000 calls were received at our force switchboard last year which amounts to approximately 2,500 per day. Currently over 90% of these calls were answered within the national target time of 30 seconds with the average waiting time to be answered by switchboard is 8 seconds.
- The 08452 777 444 number usually experiences higher call demands Monday to Friday between 09.00 and 11.00 am and 03.00 and 06.00 pm.
- 999 calls rightly get priority answering, at the expense of non – emergency calls (although still often of great importance to the caller) that have been through the switchboard and are waiting for a call handler.
- Any call can be an emergency and we place priority on having all callers, whether on the 999 or 08452 number, spoken to by a member of our staff as it may be a life threatening matter.
- Proposals for a major restructure of our communications operation to improve performance are under consideration. In the meantime, we make use of some of the most sophisticated management software available. During the busiest Summer period, we make extensive use of additional agency staff to help meet the high demand peaks.
- The Constabulary have recently restructured our training unit and have doubled our capacity to take on new call handlers in a new training suite. At the same time we are updating our recruitment processes to ensure we attract and select recruits with a commitment to customer service as well as the necessary technical skills.

- The Constabulary have also been looking at ways to deal with more calls at first point of contact without the need to transfer them to a call handler. This is very important in getting down the waiting times for our customers who do not need to be transferred to a call handler.

DATES FOR YOUR DIARY:

12 July 2008 – Exeter Respect Festival

26 July 2008 – Kongomana Youth Event, Bicton, Devon

23 August 2008 – Cornwall Pride, Truro

*Members of the public are welcome to join in the fun!*

### **How to contact the Police Authority**

*You can contact the Police Authority at*

**PO Box 229, Exeter, Devon EX2 5YT**

**Telephone - 01392 268333**

**Fax - 01392 268330**

*Or via the website:- [www.dcpa.police.uk](http://www.dcpa.police.uk)*

### **How to contact the Police**

**GENERAL ENQUIRIES (24 HOURS):**

**08452 77444**

*To report crime or criminal damage  
To request police advice or attendance  
To be connected to a police station*

**999**

*When life is at risk, Offenders are nearby  
Someone is injured, Immediate action is required*

Minicom Users  
Crimestoppers  
Website

01392 452935  
0800 555111  
[www.devon-cornwall.police.uk](http://www.devon-cornwall.police.uk)