

**TITLE OF REPORT:** Performance of the 101 non-emergency contact number for Northumbria Police

**REPORT OF:** Karl Wilson – Chief Inspector (Neighbourhoods), Northumbria Police

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## **Summary**

Community Safety Overview and Scrutiny Sub-Committee will be presented with an overview, background and context of 101 non-emergency police contact number including details of performance around its use as well as exploring the focus around future contact with Northumbria Police

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## **1 Background**

- 1.1 As a reminder for members, 101 is the non-emergency number for contacting your local Police Force – when the presenting issue is less urgent than a 999 call – and does not require an emergency response. You should always call 999 when it is an emergency, such as when a crime is in progress, someone suspected of a crime is nearby, when there is an immediate danger to life or when violence is being used or threatened. 101 should be used, for example, if you want to report: if your car has been stolen, property has been damaged, you suspect drug use or dealing in your neighbourhood or to speak directly to the police about a general enquiry. Although 101 is a national police initiative, Northumbria Police are responsible for monitoring performance standards for the force area.
- 1.2 At its meeting in March 2018, Committee requested that Northumbria Police attend and provide a comprehensive update on the performance and barriers associated with 101 – particularly as members had perceived a steady decline in its effectiveness and felt that the service was ‘unfit for purpose with long call wait times’ and was potentially impacting on public confidence to report issues to police.

## **2 Presentation**

- 2.1 The presentation will provide Committee with:
- an overview, background and context around 101 non-emergency number since its inception;
  - a summary of the latest performance issues;
  - examples of the activities that are currently being undertaken by the police to help address the gaps, barriers and issues associated with 101.

## **3 Recommendation**

- 3.1 Committee are asked to:
- (i) Note the contents of the presentation/report;
  - (ii) Comment on and scrutinise the approaches undertaken;