

**QUESTION FOR THE PCC FROM A MEMBER OF THE PUBLIC TO CLLR DAVID NEVETT, DONCASTER
MBC REPRESENTATIVE ON THE POLICE AND CRIME PANEL – MARCH 2019**

QUESTION

I was interested to see Cllr Sansome talking about the 101 system at the recent Full Council meeting of RMBC.

As a Doncaster resident I thought I'd express my thoughts on it to you.

I recently rang 101 to report a male fighting with himself in Sheffield city centre. His arms and legs were flying all over, he was writhing around on the floor, punching himself, he was in a real mess and YAS wouldn't have gone near him due to concerns for the safety of paramedics.

After being on hold for 20 mins I had to go in to work so reported the incident online and all I got back was "we've had a look on the CCTV and can't see him" which isn't really much of a response. This chap was clearly in a mental health crisis.

I am yet to benefit from the call back option that CC Watson has spoken about.

I have visited Atlas Court and was shocked at how few call handlers they can accommodate.

We need improvements but it's not just the technology that needs to be looked at.

Bedfordshire Police recently closed their 101 telephony system overnight which seems an absolutely crazy thing to do. **Will South Yorkshire Police be looking at something such as this? I sincerely hope not.**

RESPONSE FROM THE PCC

It is hard to respond re: the incident in Sheffield City centre since we don't know the outcome. If it were a mental health incident then that would be an example of the way more and more calls to 101 are coming that are not really police or crime matters, yet we expect the police to deal with them. This is a growing concern because obviously the police are not medically trained and it raises the serious question of what they do next.

The call back function is not yet active.

There are 450 call handlers – or thereabouts – on call 24 hours. Almost no other public service offers 24 hr coverage in this way. It takes 12 weeks to train a new call handler; they have to know what they are doing and the calls that come in range from the very serious to the very silly – the woman who wanted the police to get her cat out of a tree.

SYP will not follow Bedfordshire, but that does show how demand on 101 is a nationwide issue and demand increases year on year.