

**QUESTION FROM A MEMBER OF THE PUBLIC VIA CLLR SUE WILKINSON,
DONCASTER MBC REPRESENTATIVE ON THE POLICE & CRIME PANEL**

QUESTION

South Yorkshire Police ask that people who have witnessed road traffic incidents ring 101 and speak with Atlas Court, however, this has not always been the case. It used to be the case that those witnesses rang a dedicated witness hot line and spoke with the traffic department who were investigating the incident.

I have been to Atlas Court and saw for myself the hard work that is done there by call handlers and uniformed police officers taking calls. However, despite the hard work taking place I was shocked by the sheer lack of staff and the lack of security on the building. Both of these issues raise a concern that the ability to have a resilient police service is a little further away than what it should be.

Atlas Court is a far better system than the old ACR system as that model left communities without a non-emergency call taking facility.

What action can the SYP Police & Crime Panel do to improve the service we get from Atlas Court, specifically in relation to the issues raised above?

I have taken the liberty to Cc in leaders of our four Councils to ensure they are aware of the concerns.

RESPONSE FROM THE PCC

A structured review of Atlas Court is currently underway, the driving force behind this is to maximise the service delivered to the public. This is an extensive review and will be delivered in full by 2020. The review is supported by a planned upgrade to Smart Contact, this is a phased programme to replace the somewhat aged telephony infrastructure currently in place and also offers an improved experience for the caller with facilities such as 'call back assist' where you can elect to receive a call back rather than wait in the queue.

The PCC asks the Chief Constable on a regular basis about progress and the Police and Crime Panel in turn asks the PCC how things are going.