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DYFED-POWYS
POLICE AND CRIME
COMMISSIONER

REPORT / SUMMARY DECISION SHEET

PURPOSE: COMMISSIONER DECISION

Timing: URGENT

Title: Telephone options for the Public Service Bureau

Category of Decision / Business Area Impact: Quality of Service

Executive Summary: The Public Service Bureau (PSB) is to go live at the end of January and the decision needs to be made about how telephone calls will be received within the OPCC. There are four potential solutions:

1. Calls routed to OPCC via 101;
2. Set up a new 0300 number;
3. Use an existing 01267 number within OPCC; and
4. Use Victims Hub 0800 number.

1. Calls routed to OPCC via 101

Advantages: The 101 number is already in place and is in the public consciousness. It's also an easy number to remember. The number is manned out of hours, call statistics are automatically available and calls to express dissatisfaction are already received in this way.

Disadvantages: Whilst we have not been given exact figures, Ch Insp Bleasdale has indicated that the cost for an "option 5" on 101 would be £20K. In addition, there is the potential for a large amount of extra calls to come through to the PSB because the general public may not be clear who to call – PSD or PSB. So sense of independence.

2. Set up a new 0300 number

Advantages: A new 0300 number would mean a dedicated line for expressions of dissatisfaction. It would mean there was no confusion with 101 and would create the perception of independence. The set up is quick and costs are quite low (approx. <£100). Usually with 0300 packages call statistics are part of the package and some will offer call recording.

Disadvantage: There would be no out of hours coverage so the general public would need to leave a message unless forwarded to 101. This could be problematic if people don't want to leave a message and could deter call backs. A 0300 number would mean another number for the general public to remember and would have to be marketed well to ensure familiarity.

There would also be monthly charges which range from £10 up to >£21.

3. Use an existing 01267 number within OPCC

Advantages: The number is already set up and would create the perception of independence. A menu system could be set up for the number to filter calls through to PSB. A personalised message can be set up as well. Only cost is a one-off £50 voicemail license fee. Call recording is also feasible in the future. This can be set up and tested in around a week.

Disadvantage: There is no out of hours coverage. A new number for people to remember and market.

4. Utilise Victims Hub 0800 number

Advantages: The number is free to call and would also offer the perception of independence.

Disadvantages: This number is not due to go live until April, so it would mean changing numbers after a few months which would impact on continuity. In addition, the use of the word 'Victims' could be confusing because not all people who wish to raise a concern/give compliments are victims. 0800 numbers are also not generally free when using a mobile (depends on phone package) and a lot of people use mobiles rather than landlines.

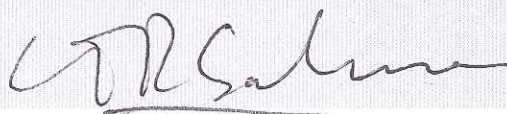
Recommendation: The Commissioner is asked to approve option 3: the use of an existing 01267 number within the OPCC as the preferred option for the PSB.

Police and Crime Commissioner for Dyfed-Powys

I confirm I have considered whether or not I have any personal or prejudicial interest in this matter and take the proposed decision in compliance with the Nolan Principles for Conduct in Public Life.

The above request has my approval. I note the information contained within the report.

Signature:



Date: 30/01/2015