

27th August 2020

Police and Crime Commissioner for Dyfed-Powys

Response to A call for help: Police contact management through call handling and control rooms in 2018/19

I welcome the report which rightly highlights the significant demand facing our Force communication rooms.

As expressed in my response to the Annual State of Policing 2019 report, public satisfaction regarding how easy it is to contact Dyfed-Powys Police is high, as is their current ability to respond to public calls for service in a reasonable timeframe. However, calls from the public are leading to more complex demands being placed on forces. Late in 2019 I published a report detailing my office's findings on Dyfed-Powys Police's initial contact with the public. I identified that the Force could not maintain their current public contact management strategy due to the pressures of increasing calls to the Force Communications Centre. I continue to support the Force to work with partner agencies to further develop and promote the #maketherightcall campaign.

Analytical work undertaken by the Force over recent years has evidenced the challenge in providing an efficient and equitable emergency response across a sparsely populated and largely rural police area. I continue to encourage the Force that their subsequent prioritising must be transparent, evidence-based and clearly communicated to our communities. This messaging must have the support of the Inspectorate and Home Office if we are to maintain the public's confidence.

As such, my team and I are working closely with Dyfed-Powys Police on their aspirations to reform the service following the Coronavirus pandemic with a new contact and confidence strategy. This will undoubtedly contribute to the development of the next Police and Crime Plan for the area.