

Subject:	Review of the 101 Service Task and Finish Group Report	Status:	For publication
Report to:	Overview and Scrutiny Committee	Date:	16 th January 2017
Report of:	Review of the 101 Service Task and Finish Group	Portfolio Holder:	Leader of the Council
Key Decision:	<input type="checkbox"/> Forward Plan <input type="checkbox"/>	General Exception	<input type="checkbox"/> Special Urgency <input type="checkbox"/>
Equality Impact Assessment:	Required:	No	Attached: No
Biodiversity Impact Assessment	Required:	No	Attached: No
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1.	RECOMMENDATION(S)
1.1	That the Overview and Scrutiny Committee approve the recommendations of the Review of the 101 Service Task and Finish Group prior to sending to Cabinet, the Police and the Police and Crime Commissioner for comments.

2. PURPOSE OF REPORT

2.1 To inform the Overview and Scrutiny Committee of the outcome of the task and finish group's work in relation to the review of the 101 Service.

3. CORPORATE PRIORITIES

3.1 The matters discussed in this report impact directly on the following corporate priorities:

- **Responsive Value for Money Services:** This priority is about the Council working collaboratively, being a provider, procurer and a commissioner of services that are efficient and that meet the needs of local people.

4. RISK ASSESSMENT IMPLICATIONS

4.1 There are no specific risk issues for members to consider arising from this report.

5. BACKGROUND AND OPTIONS

5.1 The task and finish group was established due to concerns raised by Councillors and their constituents who have tried to contact the 101 Service without success and therefore have contacted 999 to report an incident.

5.2 The task group invited the Control Room Operations Manager to the first meeting to explain the process and to answer questions on the task and finish group Members.

5.3 At the meeting a suggestion was made by the Control Room Operations Manager that it would be beneficial for the group to visit the Control Room at Hutton to help them understand how the process works. The visit was undertaken on 14th November 2016.

5.4 The report once approved by Overview and Scrutiny members will be sent to Cabinet, the Police and the Police and Crime Commissioner for their comments on the recommendations.

6. COMMENTS FROM STATUTORY OFFICERS:

6.1 SECTION 151 OFFICER

Financial implications are noted in the report.

7. MONITORING OFFICER

7.1 No legal implications for the Council.

8. POLICY IMPLICATIONS AND CONSULTATION CARRIED OUT

8.1 No policy implications for the Council at this stage.

8.2 The report set out in Appendix A has been produced in consultation with the Task and Finish Group.

9. CONCLUSION

9.1 The work of the task and finish group and the findings and recommendations made are being presented to the Overview and Scrutiny Committee for approval.