



## BA13 COMMUNITY AREA PARTNERSHIP Report September 2018

The partnership having taken a summer break this year, the most recent BA13+ Community Area Partnership meeting took place on 17<sup>th</sup> May at the Laverton and focussed on community safety in the Westbury area.

This latest in an increasingly popular series of public meetings, which have in the past year also covered issues as diverse as the Environment, the Arts, Transport, Health and Business issues, welcomed as guest speaker on this occasion Supt. Dave Minty who is Head of Force Operations at Police HQ, London Road, Devizes.

Supt. Minty introduced himself and explained he was responsible for the Control Centre and primarily here to talk about issues with the 101 service.

Supt. Minty agreed that there were problems with the IT system they use but that they had a very dedicated team of staff. They receive 30,000 calls a month on average. Peak periods with 101 are Monday mornings and the evenings, but not necessarily weekends. They also receive a lot of calls which aren't police issues, unfortunately.

Their 999 call demand has increased by 10%. 96% of those calls are answered within 10 seconds. They also now have a new, better website. Eventually this will include web-chat. That will take a little time to achieve however.

In summarising, Carole King the Chair of BA13 CAP warmly thanked Supt. Minty for a very engaging and interesting presentation.

The Steering group met again on 18<sup>th</sup> September and reviewed the Partnership's Annual Workplan. It was agreed that the next Partnership meeting, which is on **1st November 2018**, will be the Annual General Meeting. The meeting will be held at the Laverton, starting at 7pm (refreshments from 6.45).

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