



## BA13 COMMUNITY AREA PARTNERSHIP Report May 2018

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.

He recognised that there had been something of a perfect storm last year with the 101 service. There were substantial delays in calling the service. They have recruited heavily and have an extra 20 call handlers – 4 people per shift on average. He is confident that we won't see the same issues this summer.

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.

Supt. Minty agreed that it would be a good idea to know what position you are in the telephone queue. There is a technological upgrade expected in the next 18 months and that ability will hopefully be in place.

A question was posed regarding vehicles causing obstructions by parking on the pavement. The police have powers to deal with this, and the point was made that if it was enforced from time to time it might prevent the rise of the low level crime which is in turn making people feel less safe.

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

Carole then brought the meeting up to date with Dementia Friendly Westbury. A Dementia Action Week is taking place 21<sup>st</sup> to 27<sup>th</sup> May. The Westbury Dementia Action Alliance is being launched formally at Westbury Junior School on Thursday 24<sup>th</sup> May at 10:30am. White Horse News and Wiltshire Times are attending.

The Neighbourhood Watch AGM is on 7<sup>th</sup> July at Police HQ.

A big thank-you was expressed to Bill Fanning who has been the Partnership's health officer for many years, and has decided to retire.

The next Partnership Meeting takes place on Thursday 16<sup>th</sup> August 2018 – theme to be decided at the Steering group meeting, which is on 13<sup>th</sup> June 2018 7pm at Crosspoint.

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