



Metropolitan Borough of Rotherham

***Rotherham Town Hall,
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5th November, 2019.

Councillor Carter.

Dear Councillor Carter,

Council – 30th October, 2019

Further to your question at full Council where you asked in a supplementary question if there was a plan to make the call-back assist facility available on a 24/7 basis and whether this would enable any caller wishing to use call-back assist to remain on the 'log' until such time as they have received a call-back?

I can confirm the plan at present is not to place this facility 24/7 fulltime, but to continue to allow our managers to make professional decisions based on several factors which include, call demands, resourcing and the type of incidents we are managing at the time. Taking each point in turn to help understand this decision:-

- Call volumes vary throughout the day, and a sudden spike in volume may mean CBA helps but if we are going in to the early hours of the morning it may not be appropriate for the call back facility to be utilised because it is not needed we would always try and aim to answer calls first time rather than waiting in a call back queue.
- Resourcing will influence the decision making as we need to meet the demands of the 999 line as our main priority and then look at the 101 and make appropriate decisions.
- A major/serious incident will play a huge factor in decision making and very often the CBA would assist, but the circumstances could mean it would not so professional judgement would play a major part.

We will always try and provide the best possible service we can to our communities and teams will use the tools to best use to ensure this remains the priority.

I trust this answers your question, but if I can help further in any way please let me know.

Yours sincerely,

S. Sansome

Councillor S. Sansome,
Council's Representative on the Police and Crime Panel.