

LOCAL POLICE & FIRE SCRUTINY COMMITTEE – 18 NOVEMBER 2021

Local Police & Fire Scrutiny Committee

Thursday 18 November 2021 at 3pm

Present: Councillors Clocherty, Crowther, Jackson, MacLeod, J McEleny, McVey, Moran, Nelson and Quinn.

Chair: Councillor McVey presided.

In attendance: Corporate Director Education, Communities & Organisational Development, Service Manager Community Learning & Development, Community Safety & Resilience and Sport, Interim Head of Public Protection & Recovery, Ms R Dillon (Public Protection & Recovery), Interim Head of Legal & Democratic Services, Ms L Carrick and Mr C MacDonald (Legal & Democratic Services), ICT Services Manager and Mr P J Coulter (for Service Manager Communications, Tourism and Health & Safety).

In attendance also: Chief Superintendent D Duncan and Chief Inspector P Cameron (Police Scotland) and Area Commander D McCarrey, Group Commander M Henderson and Station Manager J Cooper (Scottish Fire and Rescue Service).

The meeting was held at the Municipal Buildings, Greenock with Councillors Clocherty, Crowther, Jackson, MacLeod, J McEleny, Moran and Quinn attending remotely.

The following paragraphs are submitted for information only, having been dealt with under the powers delegated to the Committee.

496 Apologies, Substitutions and Declarations of Interest

496

Apologies for absence were intimated on behalf of Councillors Murphy and Wilson.

No declarations of interest were intimated.

Prior to the commencement of the meeting the Convener welcomed Ms J Cooper, Scottish Fire & Rescue Service who had recently taken up post as Station Commander for Port Glasgow and Greenock.

497 Scottish Fire & Rescue Service Performance Report

497

There was submitted a report on the performance and activities of the Scottish Fire & Rescue Service during the reporting period 1 July 2021 to 30 September 2021.

Prior to reporting on this item, Area Commander McCarrey conveyed his thanks to Inverclyde Council and colleagues at Police Scotland acknowledging positive working relationships leading up to and on Bonfire night. Area Commander McCarrey added that the deployment on the night was excellent, and that no acts of violence against emergency personnel had been reported in Inverclyde.

Decided: that the information contained in the report be noted.

LOCAL POLICE & FIRE SCRUTINY COMMITTEE – 18 NOVEMBER 2021

498 Police Scotland Performance Report**498**

There was submitted a report on the performance and activities of Police Scotland during the reporting period 1 April 2021 to 31 August 2021.

During the course of discussion on this item Chief Inspector Cameron made reference to the ongoing success of the Distress Brief Intervention Scheme which is a time limited and supportive problem solving contact with individuals in distress and involves an empathetic and compassionate response. Chief Inspector Cameron also provided Members with an update on the progress of the ongoing work with regard to the Inverclyde Community Partnership Hub.

Decided: that the information contained in the report be noted.

499 Police Scotland – Spotlight on 101 Call Waiting Times**499**

There was submitted a report by Police Scotland providing Members with details in relation to 101 call waiting times. Chief Superintendent Duncan provided Members with an overview of some of the reasons for an extended wait time and explained the measures that have had to be taken, to ensure staff remain as safe as possible throughout the ongoing Pandemic whilst providing a comprehensive service to the communities of Scotland and policing colleagues. During discussion of this item continued concerns were expressed by Members with regard to call waiting times.

The Convener asked Chief Superintendent Duncan if the concerns raised by Members be conveyed to the Resolution Team C3 Division and if further dialogue could be provided to the Committee on how to improve issues with the system. The Convener also asked Chief Superintendent Duncan if further information could be provided to a future meeting of the Committee with regard to dropped call statistics when the information is available.

It was agreed that Police Scotland will submit a briefing to the next Committee meeting on an overview of the 101 call handling process.

Decided:

- (1) that the information contained in the report be noted; and
- (2) that Police Scotland will submit a briefing to the next Committee meeting on an overview of the 101 call handling process.

500 Local Police & Fire Scrutiny Committee Update Report**500**

There was submitted a report by the Corporate Director Education, Communities & Organisational Development providing an update on current and emerging issues relating to Police Scotland and Scottish Fire & Rescue Services.

Decided: that the current and emerging issues relating to Police and Fire & Rescue matters be noted.