



Mr Anthony Bangham
Chief Constable
West Mercia Police

Our Ref: JC/mwb

8th November 2016

Dear Anthony,

Re: Holding to Account 101 and 999 Call Handling

I write following my Holding to Account session with you, held on 26th October 2016.

I enclose the summary of the discussions we held.

As we discussed, a high level of performance in relation to 999 Emergency call handling is an absolute priority. I was greatly reassured that you and your team will ensure that this performance is closely monitored.

In relation to non-emergency call handling I was reassured by your grip of the detail, although our current performance is falling far short of the standard currently. I was also further reassured by short and medium term measures that you are taking, to not only improve performance, but also deliver more consistent results for our community.

I am very supportive of your decision to not only effectively manage the demand on the organisation shifting to other channels, but also in having an informed conversation with our community about expectations of non-emergency call handling.

I would like to thank you and your team for the preparation and the conduct of the holding to account meeting. I found the session reassuring, and I feel confident that I can reassure the community.

Yours sincerely

John Campion
Police & Crime Commissioner
West Mercia