

Questions to the Joint Authorities

Councillor Gunther

1. Contrary to the GM Mayor's publicly stated view regarding IOP's significant vulnerabilities have occurred within Greater Manchester. What reassurances can be given that will mitigate future Ofsted reports will not be adversely affected by the poor operation of IOP's?

Combined Authority

Children's Services have been working closely with GMP following the concerns with IOPS leading to a delay in referrals to Children's Social Care. GMP are confident that those requiring immediate response have been progressed to the Multi Agency Safeguarding Hub (MASH). Those less urgent cases which do not require an immediate response are being reviewed by a dedicated team of police officers and will be referred into the MASH within the next 6 weeks. Social workers will track these as they come through and audit to ensure these were appropriately categorised as "less urgent" and will escalate to senior managers if they find any cases which have been wrongly categorised and should have had an immediate response.

Councillor S Wright

2. Council the authority's spokesperson on the Transport for Greater Manchester Committee inform members on progress on the installation of anti-pigeon measures on the Metrolink bridge at Fairfax Road, Prestwich?

TFGM

The pigeon netting on the Metrolink bridge at Fairfax Road currently covers the footpaths on either side of the road but is not installed across the entire structure. This is fairly standard practice for many structures across roads as the pigeon guano problem is more a concern for pedestrians, not motorists.

Following this matter being raised by Bury councillors, TfGM have asked Keolis Amey Metrolink (KAM) to look at was a more permanent solution, potentially boxing in the beams across the full structure.

The bridge over Fairfax Road is low and often gets struck by road traffic (high loads). Because of this there is a reluctance to put more permanent infrastructure up because if there is a bridge strike, debris could fall easily into the road, creating an unnecessary hazard.

KAM is inspecting the existing netting that is currently in place and will replace if the condition has deteriorated or if it is no longer effective. This will be planned into the maintenance regime in the next few weeks.

Councillor Pickstone

3. The Government says that it wants to invest in 'the north'. Council the authority's spokesperson on the Transport for Greater Manchester Committee inform members which major public transport schemes that will significantly benefit Bury are 'ready to go' should funding be available?

TFGM

- **Bury Interchange redevelopment - A significant amount of work is taking place on a feasibility study to produce options for increasing the attractiveness and efficiency of the Interchange as the focal point for urban growth in Bury town centre;**
- **A potential Elton Reservoir Metrolink stop, to support the adjacent GMSF site, and provide a fast and frequent service into Manchester city centre and Bury;**
- **New local bus services and distributor roads to support the Northern Gateway GMSF allocation, providing good public transport access and helping travel into and through the development;**
- **Bus priority routes between Bury and Rochdale, and Bury and Bolton, offering higher quality buses with improved reliability and punctuality;**
- **Tram-train services between Bury and Rochdale, via Heywood, continuing the development work that is currently underway on the Pathfinder pilot project between Oldham and Heywood, via Rochdale.**

TfGM and Bury council are also developing schemes for increasing car park capacity at Whitefield and Radcliffe Metrolink stops.

The Greater Manchester Mayor has created the £160m Mayor's Challenge Fund (MCF) to kick-start the delivery of the 'Bee Network' of 1800 miles of high quality cycling and walking routes. Bury schemes awarded MCF 'programme entry' by the GMCA to date are:

- **Cycle parking facilities on the Bury Metrolink line (estimated completion date January 2021)**
- **A programme of new and upgraded crossings and junctions (estimated completion date March 2022)**
- **Fishpool Neighbourhood Bee Network (estimated completion date March 2022)**

- **Radcliffe Central Bee Network (estimated completion date December 2021)**
- **Elton Bee Network (estimated completion date December 2021)**
- **Pimhole Neighbourhood Bee Network (estimated completion date December 2021)**

Councillor Tegolo

4. Council the authority's spokesperson on the Police and Crime Panel inform members what is the average wait time for a 101 call to be answered on Greater Manchester? What proportion of calls hang up before being answered?

Tom Houghton

As members may recall this questions has been brought here a few times before which demonstrates the strength of feeling among our residents about this issue and I share those concerns.

For the first 6 months of 2019 the average time to answer 101 calls was 42 seconds. The introduction of IOPS, the new Police computer system that the Operators use put that figure up to 1 minute 37 seconds. Call-handlers have now adapted to the system and the average for the last 6 months has been 57 seconds with further improvements expected.

The abandonment figures mirror this trend with the average for the last 12 months being 30%, peaking with the introduction of IOPS at 36% and most recently down to 29%.

Police are encouraging people to use the online 'live chat' function. In February 2020 there were 3,813 live chat contacts with a waiting time of 33 seconds.

Additionally, for non-urgent crimes Police are asking people to report via the website which clearly has no waiting time attached to it.

Members will be encouraged to hear that over the next 9 months an additional 49 new call handlers will be recruited which should begin to bring the waiting times and abandonment rates down still further.