

## Joint Authority Questions – 17<sup>th</sup> March 2021

1. Could the authority's spokesperson on the Transport for Greater Manchester Committee inform members what steps TfGM is taking to facilitate more flexible working practices through ticketing options? **Councillor S Wright**

### Cllr Gold to respond

TfGM currently control ticketing options for the Metrolink network only, with fares and ticketing on the bus and rail network controlled by their respective operators.

Operators and transport bodies including TfGM have been examining the case for more flexible ticketing options over the last few years, as changes to working patterns have become more evident. The impact of the Covid-19 pandemic has accelerated changes to working patterns, as employers and employees adapt to home working and alternative working patterns.

TfGM are working with bus and rail operators to support flexible ticketing initiatives where they can and in July last year launched Clipper, a carnet-style ticketing option for Metrolink. Customers benefit from a discount for travelling multiple days but can choose the days of travel across a number of weeks, providing greater flexibility for those who may have previously bought a traditional season ticket, but now travel less often.

Contactless payment on Metrolink also provides customers with the flexibility of only paying for the journeys they have already made, with fares calculated for them up to a daily cap.

Rail operator Northern also introduced a new flexible ticketing option in July 2020, providing ten unlimited travel days for the price of nine, to be used any time during a six-month period. The option was introduced after the first national lockdown, ahead of predicted changes to passenger travel patterns.

2. Could the authority's spokesperson on the Police and Crime Panel inform members on what the average wait time is for 101 calls to be answered in Greater Manchester, how does this compare to previous years and what proportion of calls hang up before being answered? **Councillor M Powell**

### Cllr D Jones to respond

The average waiting time for 101 calls over the last 12 months is 2 minutes and 53 seconds, which has seen a marginal improvement from the previous year.

The abandonment rates are slightly higher than the previous year at 27%. Whilst GMP are always striving for improvement when these results are considered in the context of Covid, it is a more understandable outcome.

Members will no doubt be aware that all public services have suffered from impacts to staffing through the Pandemic and the 101 service has been no different. With a need to prioritise calls to the 999 service there have been capacity issues over the last 12 months. However GMP report that the situation is now improving with recruitment of new staff a priority.

There continues to be a drive towards online facilities such as Livechat facility, an online tool which is answered in about 16 seconds. This option continues to be used more and more by the public, which is positive.

Greater Manchester Police are also promoting their call-back service at peak times, where call-handlers will return calls for those assessed as low-risk to avoid people queuing - about half of the calls received and resolved at Switchboard relate to requests for updates on previously reported crimes.

The Police & Crime Panel will continue to scrutinise the work of the Call centre and I will provide further updates to Council in the future.

3. Can the leader update up on the actions taken by the GM Police panel following the Force going into special measures? **Cllr. Bob Caserta**

### Cllr D Jones to respond

**As members will be aware in In December 2020 HMICFRS published 'An inspection of the service provided to Victims of crime by Greater Manchester Police (GMP)'.**

**The report produced by the HMICFRS made a number of recommendations, against which GMP have produced an Action Plan. The proposed plan and its subsequent updates have been brought to the GM Police & Crime Panel for scrutiny, with the Cabinet Member for Communities & Emergency Planning attending to represent Bury.**

**A forcewide response to drive immediate improvement and quality assurance of investigation standards and victim service has also been launched. Updates have been provided against recommendations that required action within 3 months. The purpose of the action plan is to enable GMP to draw out learning in relation to supervisory support and oversight of the cases under review, understand the reasons for a crime being categorised as finalised, and to ensure that in the future the views of the victim are at the heart of every decision.**

**Actions taken so far include the introduction of a force-wide Investigation Standards, Victim Focus audits and qualitative audits in relation to cases of domestic abuse and rape. The findings of these audits are being collated to enable identified learning to be cascaded as part of the overarching action plan.**

**The Police & Crime Panel will continue to challenge Greater Manchester Police to ensure that the Actions proposed meet the requirements contained within the**

**Plan and also that those Actions are achieved within appropriate timescales.**

**Members will, I'm sure, acknowledge the hard job that the Police have, especially in these times and know that we continue to work in Partnership with them. But members can rest assured that robust, constructive challenge will continue as this Plan is delivered and we will be expecting to see further improvements as time goes on.**

4. The Council with TFGM are planning to radically change the layout of the road network in Pilkington Park, notably Higher Lane, Church Lane and Ringley Road. Please can the representative for TFGM explain who had been contacted in the area to inform of the changes and why this was not detailed on the Council's website. **Cllr. Nick Jones**

Cllr Gold to respond

**Firstly it's a consultation and whether It goes ahead or not depends on the result of the consultation. The consultation is the same process that is applied to all Traffic Regulation Schemes and that is what has been followed with this scheme. Consultation documents were delivered to frontage properties and legal notices were placed on site and in the local press. Ward councillors were advised about the consultation on January 25<sup>th</sup>. Furthermore an officer has agreed to meet with you to discuss any questions you may have. Finally an officer has asked you for the details of any specific stakeholders or businesses that you or your Members would like them to request feedback from and has asked If you can provide a list of these to arrange for a copy of the consultation documents to be sent on to them and extend the consultation deadline accordingly.**