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CONCERNS have been raised over the 101 non-emergency number by the police and crime commissioner.

Simon Hayes, the commissioner for Hampshire, has told chief constable Andy Marsh that users have been dissatisfied with the service and have raised the problem with him.

Problems include the length of the automated greeting message and response times.

Mr Hayes said: 'It's an important aspect of my role to hold the chief constable to account on behalf of the public. In my meeting with him I have raised issues that members of the public have raised with me, such as the 101 service.

'I was reassured by the fact that the chief constable has recently commissioned a satisfaction survey among 101 users.

'The results of which will inform if and how we need to improve the service in order to meet the public's needs.'

Mr Hayes raised other issues, including the impact to the force when officers are off sick, low detection rates of serious violent crime, and the low uptake of out-of-court disposals.

As well as the criticisms, he praised work in driving down violent crime against people, and for being on track for a victim satisfaction target.

And there were fewer anti-social behaviour incidents than at the same time last year.

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