



**To:** Business Coordination Board

**From:** Chief Constable

**Date:** 08 May 2014

## **NON EMERGENCY CALL HANDLING UPDATE**

### **1. Purpose**

1.1 To update the Business Co-ordination Board (the "Board") on the progress of improving the 101 non-emergency call service.

### **2. Recommendation**

2.1 That the Board note the contents of this report.

### **3. Background**

3.1 An action plan was delivered to the Board in November 2013 detailing measures to be considered and where appropriate, implemented in order to improve service delivery of non-emergency call handling.

3.2 Significant improvement has been achieved with the initial answer of a non-emergency call. However, there is a clear desire to improve and deliver an effective service.

3.3 Every 101 call that comes into the Force is subject to an initial triage assessment which assesses threat, risk and harm and prioritises accordingly. Any calls which are deemed urgent are routed to the Force Control Room (FCR) for immediate action. Any call that needs re-directing to another department or extension number is routed accordingly. Calls that are of a general or crime recording nature are routed through to separate staff within the Police Service Centre (PSC) and it is here that a caller can experience some delay. A rough indication is that approximately 50% of all calls are put through to this secondary number. The performance chart below sets this out.

#### 4. Performance Information

##### 4.1 Performance over the last six months:

	Initial Non Emergency Calls Received	% Calls answered within 30 seconds	Average Wait Time for Initial Answer	Calls transferred to Operator for Crime/Incident Recording	Average Wait Time for Secondary Call Handling
Oct 13	30029	95.30	5 secs	15435	1 min 46 secs
Nov 13	28443	95.95	4 secs	14711	1 min 17 secs
Dec 13	27013	94.75	5 secs	13886	1 min 25 secs
Jan 14	27899	94.62	5 secs	14078	1 min 29 secs
Feb 14	26174	94.09	6 secs	13321	1 min 40 secs
Mar 14	29411	93.66	6 secs	15134	1 min 42 secs

Note: Figures for the abandonment rates of calls is not currently available due to a technical issue.

##### 4.2 Feedback from callers received over the last six months:

Positive Feedback	% of Total Calls Rcd	Negative Feedback	% of Total calls Rcd
21	0.008%	3	0.001%

#### 5. Commentary on performance

- 5.1 As outlined above, approximately 50% of non-urgent 101 calls are routed through to the secondary call handling function and during peak times this has occasionally resulted in a delay. The trial to improve response times (as referred to in para 6.1 below) also had an impact. The average waiting time has however been maintained at below two minutes over the previous six months. It is recognised that in the provision of an average figure, there will be some occasions where a delay of longer than two minutes was experienced.
- 5.2 This performance is also presented in the context of the feedback received. As part of the action plan, a record is maintained of both the positive and negative feedback received during the last six months. As can be seen from the above table, the Constabulary received 24 pieces of feedback, 21 of which were positive and three negative.

## 6. Further Actions

- 6.1 A trial to improve response times was undertaken, providing the option for callers to leave a message and receive a call back. While well used throughout the trial period, there were occasions where it caused delays in calling back victims.
- 6.2 Separate technology is now being explored where callers can elect to receive a call back from the next available operator, thereby not losing their place in the queue and reducing the wait time before callers are contacted. Additionally, dedicated operators would not be required to manage this process which ensures that the maximum number of resources can be dedicated to call handling. This potential solution will improve the abandonment rate for secondary call handling as callers are less likely to terminate a call only to then try again later, reducing the volume of calls into the department.

## 7. Next Steps

- 7.1 The opportunities for reviewing working practices are being explored with a view to increasing staff availability for short notice cover to improve call handling performance.
- 7.2 Additional staff are being recruited on temporary contracts to cover current vacancies.
- 7.3 A business case for the provision of the call handling technology referred to in para 6.2 above is being progressed.

## BIBLIOGRAPHY

Source Document (s)	Contact Officer	Location
	Chris Mead	Cambridgeshire Police & Crime Commissioner, South Cambridgeshire Hall, Cambourne Business Park, Cambourne, Cambridge, CB23 6EA