



Request for decision: **D32-2016**

Subject matter: Contact Management Department and 999 performance

Executive summary:

An update was presented on contact management and 999 performance.

Key points included:

- Performance around current demand
- All emails received are responded to within the month. More emails are identifying higher risk and vulnerability requiring a high grade response.
- 101 calls – better signposting has led to calls being diverted to other agencies for action.
- Grade 2.1 and 2 calls are being responded to within an hour and four hours respectively. Reassurance was given that dispatchers have the ability to grade appropriately.
- From 28 November there will be slight changes made to the grading of calls which should improve incident response times.
- 999 calls have increased 11% on 2014-15 figures. This has been a national issue.

Recommendations (with reasons for that recommendation)

The PCC queried if the action plan, with built in score card with Most Similar Forces has been prepared, as agreed at the last Governance Board meeting. It was said it was dependent on the impending new Qlik system. The PCC asked to be copied into the built in score card when implemented.

The PCC also enquired whether any work had been completed around abandoned calls. It was noted that the current performance system is not sophisticated enough to retrieve this type of data. The Constabulary is awaiting a new system that will be capable of obtaining this data. DCC to progress and feedback in January 2017.

Police and Crime Commissioner

I confirm the above recommendation.

Signed:

Date: 21 November 2016