



Corporate Performance Delivery & Scrutiny Board Force Control Room

February 2017





FCR History

- Budget reduction by 30% 2011 (£2.6m)
- 82 posts disestablished
- Move from 2 to 1 control room
- Traditional switchboard disestablished
- Introduction of automated switchboard
- Multi skilling of staff calls and crime recording
- 45 staff transferred from HQ to York
- High proportion of new staff
- Continuous recruitment process



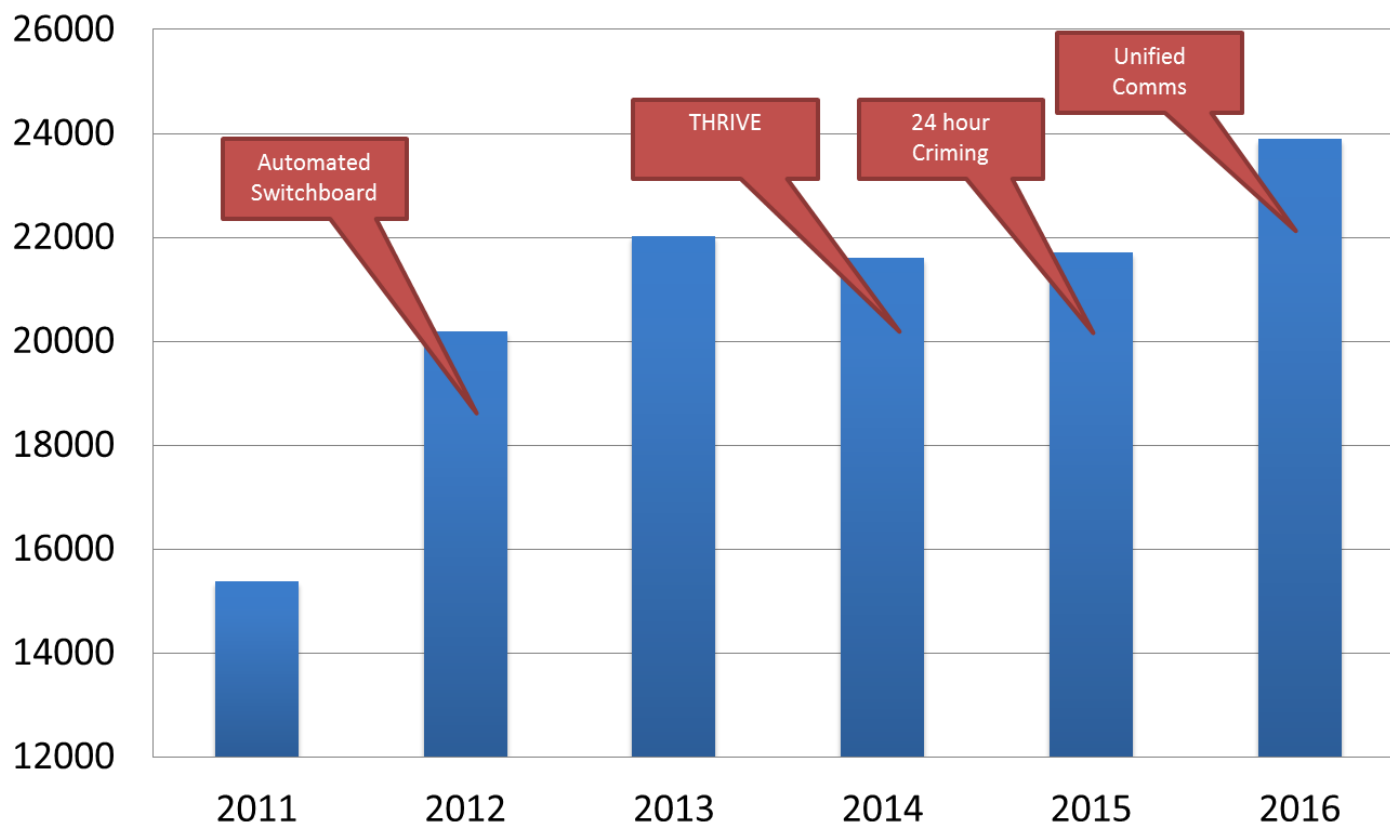
Single non emergency number

- Single non emergency number for Police – any force contactable from anywhere in the country
- All telephone service providers
- 33 million calls per year nationally
- 15 pence per call regardless of duration
 - Formerly up to 44p per minute from mobiles (0845/STD)
- Calls free from phone boxes (750k per year)
- Reduction in 999 calls since introduction in 2011

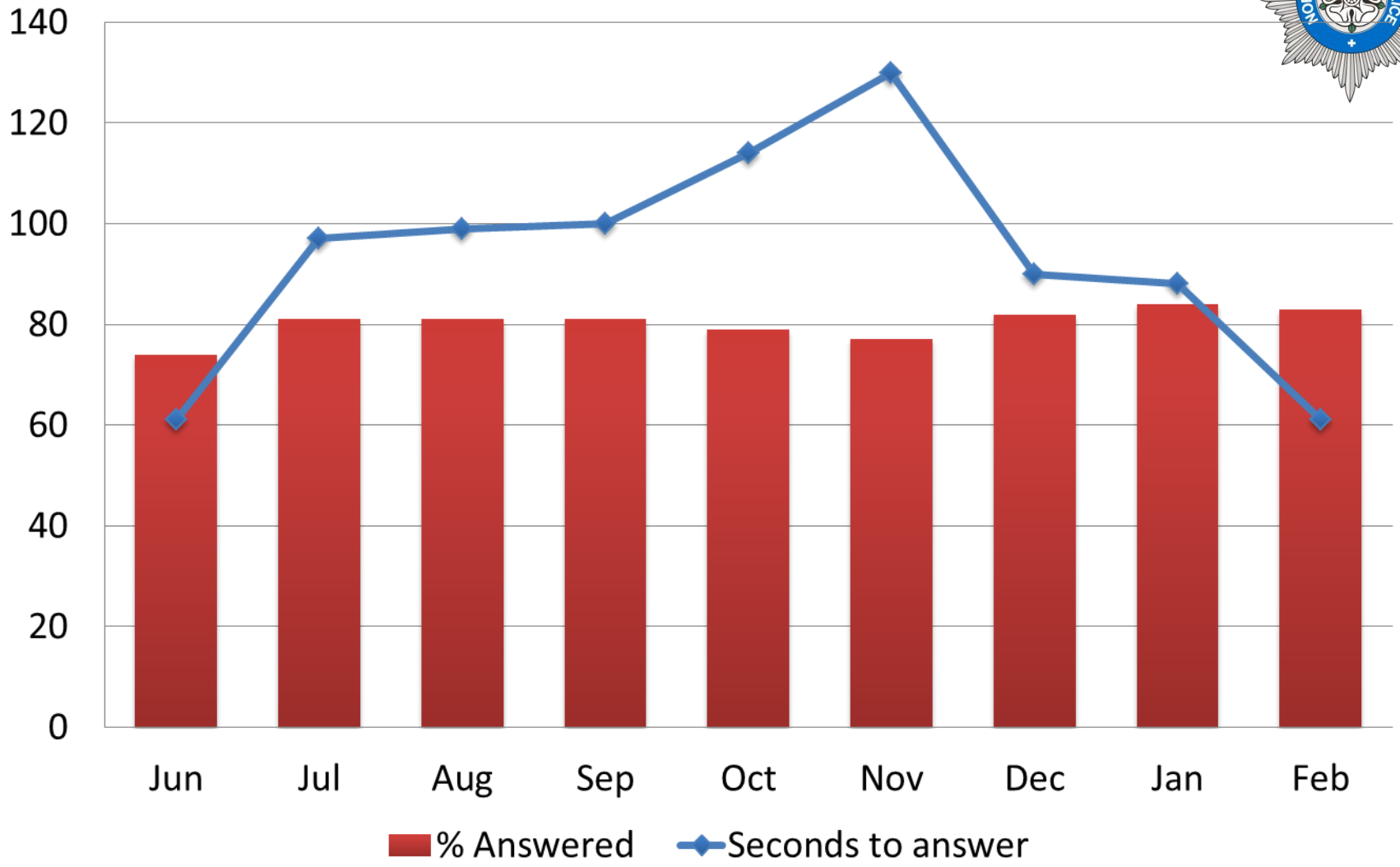




Monthly Volume of 101 Calls Answered

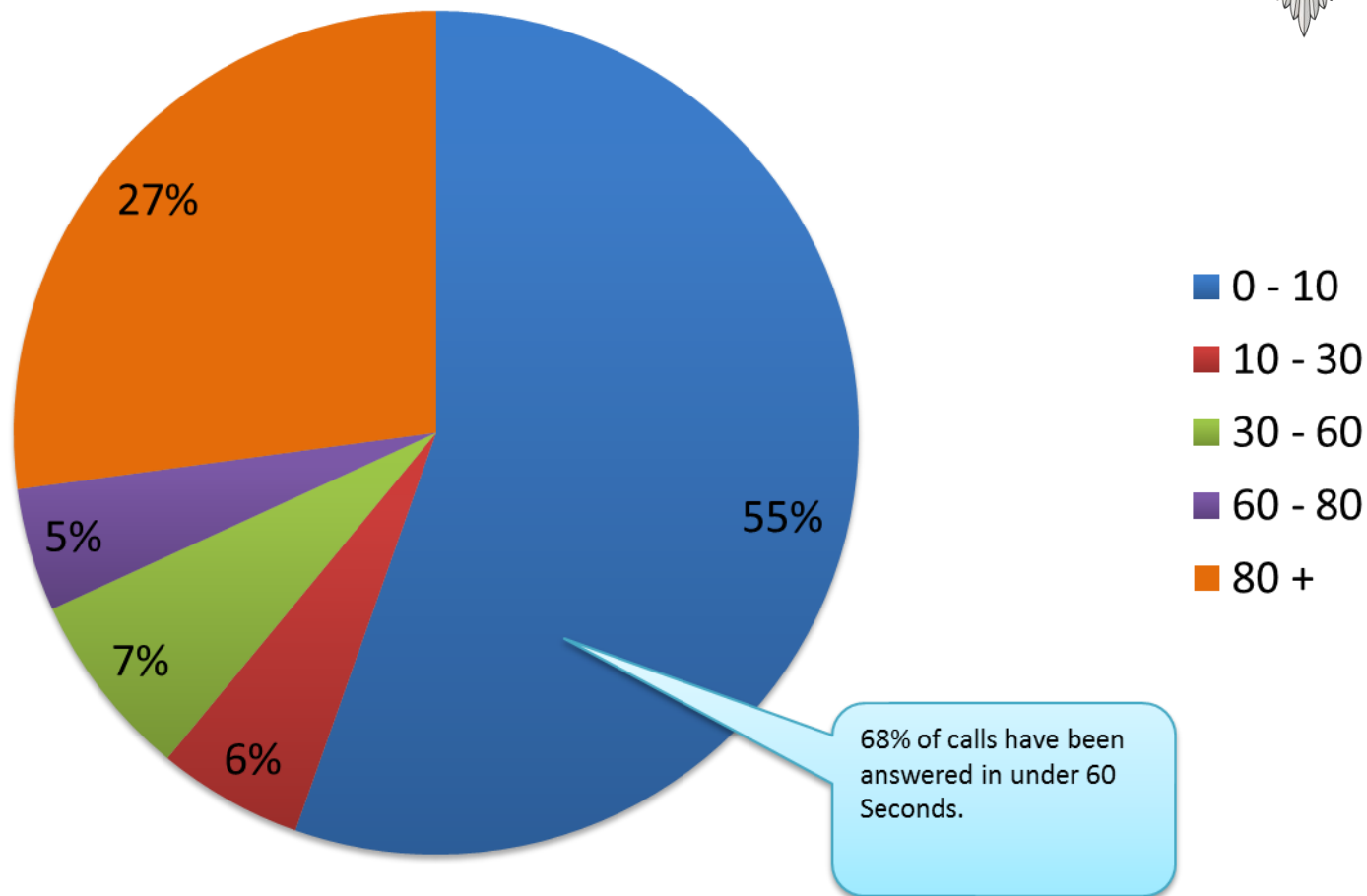


Average time to answer 101 calls in seconds

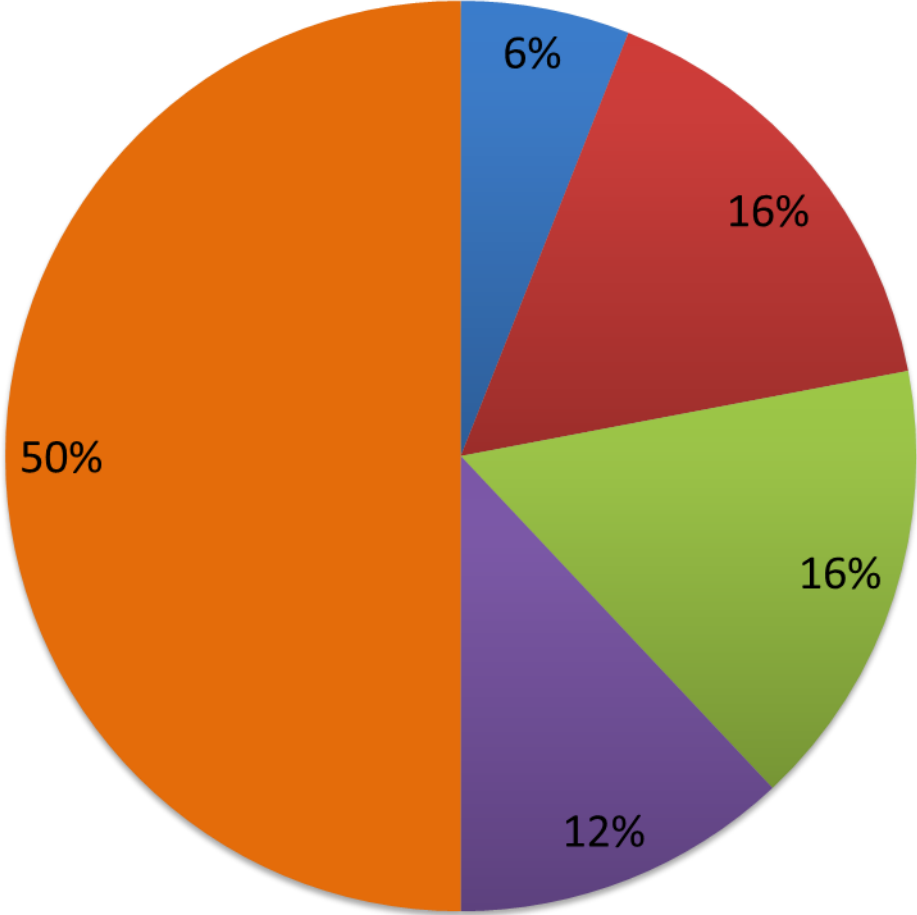




Volume of calls Answered in Seconds



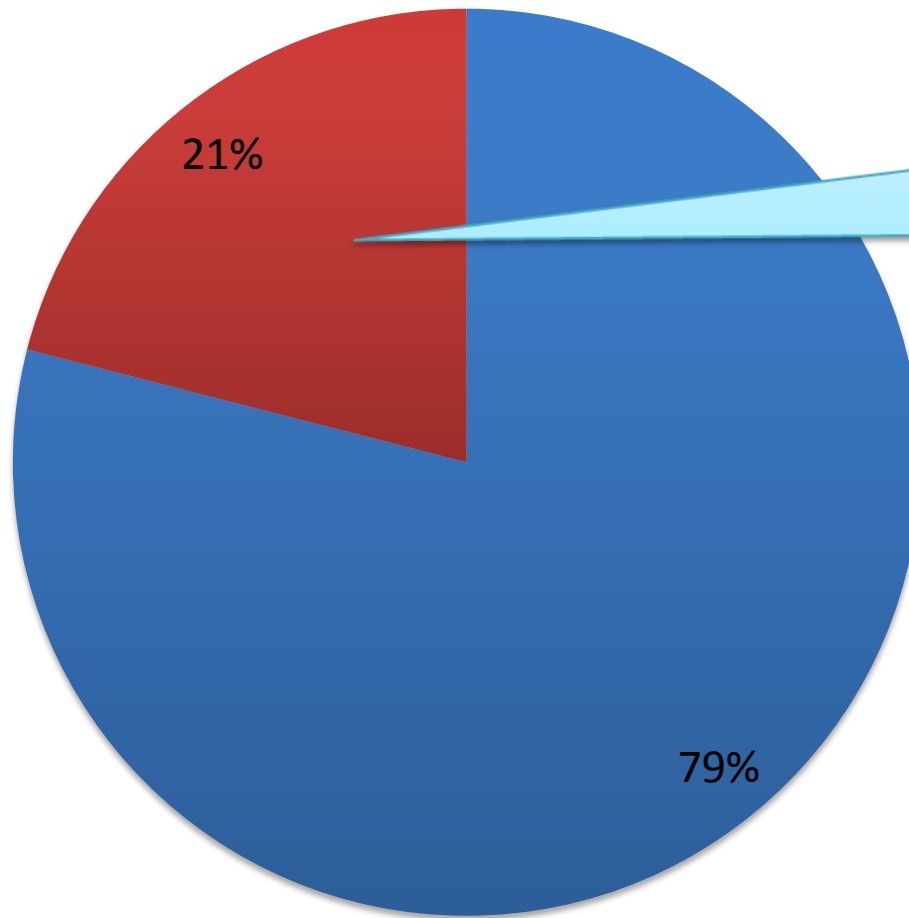
Abandonment Volume percentage



- Under 10 Sec
- 10 - 30 Sec
- 30 - 60 Sec
- 60 - 80 Sec
- Over 80 Sec



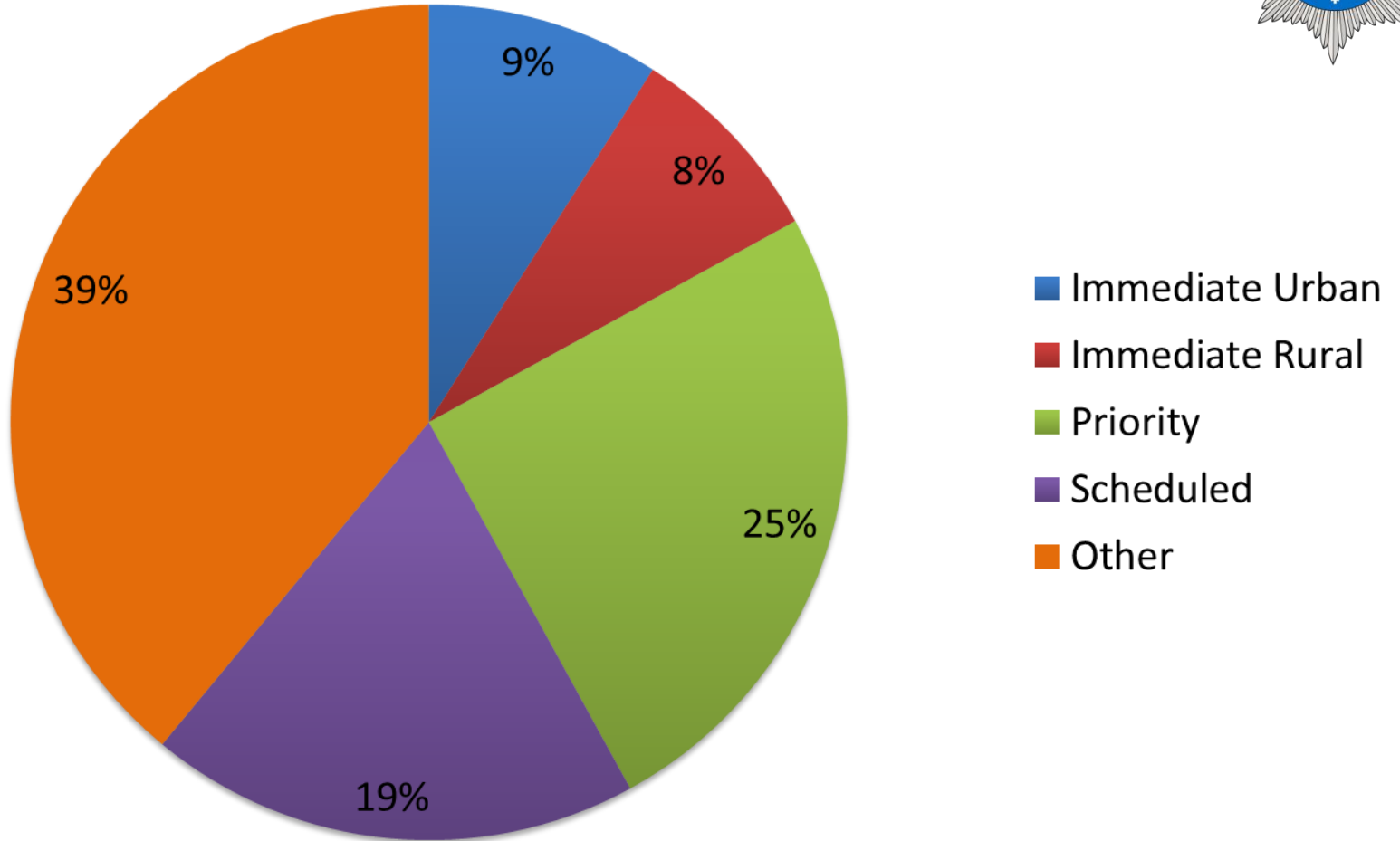
Calls connected to the Control Room



21% of calls into the Control Room have either diverted from Automated Switchboard or have been queries of a Non-police nature.

- Incidents logged
- General Queries

Monthly Incident Volume



Independent reviews



- The Buzzz – Commissioned by PCC



- Police Service Northern Ireland



Challenges



- Increase in calls which are not incidents or crimes
- Continuous recruitment and training
- 2500 calls in 2016 where mental health is a factor
- Automated switchboard 10% calls transferred to FCR
- THRIVE
- 24 hour crime recording
- Unified Communications



Initiatives for Service Improvement

- Queue Buster – software to allow Public to request a call back
- Option 2 Dial the extension and announcement reduced from 22 seconds to 7 seconds
- Direct dial numbers advertised - phonebook
- Ongoing analysis of calls
- Deployment Manager – dedicated call handling
- Crime Recording – 14000 administrative tasks competing with calls
- Proposal to merge CMU and Crime recording – outside control room
- Help Desk – to handle misdirected calls and general enquiries