



# Force Control Room (FCR) Update

Public Accountability Meeting

24 October 2017



- *Please note the FCR paper for the P.A.M on 26<sup>th</sup> September was a late addition to the agenda and pulled together and written on 22<sup>nd</sup> & 25<sup>th</sup> September.*
- *This document has been written on 11<sup>th</sup> October – just over two weeks later therefore there are only minor updates to the text and numbers. The updates have been coloured in red text to show the reader the changes.*



# 999 Performance



- We have seen an increase in 999 demand in 2017 compared to previous years
- Average monthly demand based on last 2 years <6000 calls. June to Sept '17 has yielded between 6000 and 9000 calls. Increase has been equivalent of 5 months of calls in 4 months. The impact has been an increase in answer speed on 2016 and 2015.
- **September answer speed shows an improvement on August which in turn was an improvement on July**
- Call handling just one part of the incident management. Attendance at I grade incidents 15 mins in rural area and 11 in urban areas. In context historical targets were 20mins and 15 mins respectively.

Call Volume				
	2015	2016	2017	Diff 2015 to 2017
Jun	5773	6074	7076	1303
Jul	6335	6830	8189	1854
Aug	6651	6560	8551	1900
Sept	6575	6082	6959	384
<b>Total</b>	25334	25546	30775	5441
<b>Daily Volume</b>	844	851	<b>1025</b>	181

Avg Time To Answer (seconds)				
	2015	2016	2017	Diff 2015 to 2017
Jun	7	9	18	11
Jul	6	10	19	13
Aug	6	11	17	11
Sept	7	10	12	5
<b>Average</b>	6.5	10.0	16.5	10.0





- Hold For an Operator

- Following feedback from the Public we have introduced “Hold for Operator”.
- Provides callers with a service when they are unsure who it is they need to speak with.
- Almost 8000 calls answered on Operator line in August. 260 per day.
- **8500 calls were answered in September.** 280 per day.
- Analysis of call type
  - 35% of calls result in incident being recorded
  - 32% of calls for another department or individual
  - 33% of calls are quick queries dealt with by an operator.
  - Above is based on average demand across the week . On a weekend 42% of calls are “quick queries” This includes matters that may have been dealt with by other agencies or services had it been standard office hours.
- As a result there has been a reduction in abandonment rate at the Automated Switch Board from 64 calls to 34 calls per day, and an increased accuracy of voice recognition from 82% to 88%.
- In context there are still over 500 calls per day to Option 2 (Auto Switchboard), Option 3 (Custody), Option 4 (Lost & Found property)

# GOLD Group Measures (2)

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- **Queue Buster**

- Queue Buster is a facility the caller can elect to take on Option 1 which, during busier periods, holds a caller's position in the queue and calls back when a Call Handler is free. It went live on 30/8/2017
- In September 17 it averaged 117 calls per day are using this service
- On average a caller receives a call back after 7.3 minutes
- Anecdotal feedback from callers is positive

- **Recruitment, Training & Tutorship**

- 50 staff recruited since August 2016 (24 Comms, 26 Dispatch) to fill vacancies
- Of this 38 are fully trained and accredited with 12 dispatchers in tutorship.
- **As of 9<sup>th</sup> October 2017, 11 Comms and 5 Dispatchers have started classroom based training. The Comms officers are scheduled to be accredited by 22<sup>nd</sup> December**
- **A further 9 Comms and 11 Dispatchers will be recruited in January 2018. 120 candidates are attending assessments and interviews beginning week commencing 9<sup>th</sup> October. These will be accredited by March '18 and April '18 respectively**
- **Further training courses are planned for Apr, Aug, Oct 2018 and Jan 2019**
- Previously training required abstraction of existing skilled staff to run the courses and do the tutoring. Tutorship was previously conducted on a 1 to 1 basis. The training programme has now been revised to reduce the training time and there is now a "training unit" where all new trainees are being tutored. This is based from the **fall back room at Harrogate**. Enabling tutorship in a group which has less impact on the abstraction rate of fully skilled staff.



- Crime Recording & Occurrence Management (CROM)
  - Crime Management Unit (CMU) review in 2016 recommended the CROM function from the FCR and CMU merge
  - A 3 month pilot of this began on 5<sup>th</sup> Sept 2017
  - The purpose of this pilot is to improve Call Handling performance by removing the crime & occurrence “administration” that was being undertaken during and in between calls. The focus is not about Crime Management processes.
  - Initial indications are positive . September compared to the average levels in June to August show
    - A reduced abandonment rate on Enquirer from 30% to 20%
    - A reduction in average speed of answer from 230secs to 139secs in September
  - In addition there has been a reduction in time taken to input information in September by 15% compared with the 2017 average.
  - However it is too early to make any sound evidence based conclusions and a review of the pilot will be undertaken early in 2018



- National context:
  - There is no national dataset readily available , however based on sample of forces that responded to a survey we can say:
    - Forces are seeing a rise in demand nationally
    - NYP's abandonment rate over the last 3 months is **not** an outlier
    - NYP's average speed of answer in the last 3 months is **not** an outlier
  - Nationally there has been a general increase in demand across all emergency services. National opinion around the increase in 999 call is that people are struggling to get through on 101 and are then ringing 999. Some of the measures described above, along with operator function, should start to ease this.





# Incident Management – Demand Context



- **Graded Responses**

<b>Immediate ( 15 mins urban 20 mins rural )</b> (Actual 11.7/16.4min)	<b>17%</b>
<b>Priority (Asap – within 1 hour)</b> (57.1min)	<b>25%</b>
<b>Scheduled (appointments)</b>	<b>19%</b>
<b>Other (Information)</b>	<b>39%</b>

- **Call Types: National Standards**

<b>Anti Social Behaviour</b>	<b>12.8%</b>
<b>Public Safety and Welfare</b>	<b>34.4%</b>
<b>Transport</b>	<b>16.0%</b>
<b>Crime</b>	<b>17.5%</b>
<b>Admin</b>	<b>19.3%</b>

# Example of inappropriate Calls on 101

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- Your online complaint form asks for my full name but I only want to be known as “H”
- Request for Police to check if an organisation is a genuine company
- Which direction will the crowds be going in after the races. (25k people)
- My neighbour is a reincarnated Buddhist
- The Godfather is buried in Rome
- My friend has been taken to hospital. Can you pick her stuff up from my house?
- Lady with concerns re length of sentence of her son in Full Sutton jail. Sentence was only 18 months and he’s been in jail for 9 years.
- Can you trace a withheld number?
- Directions to Station hotel
- The Revenue owe me money and they’re not paying
- Have I got a pending speeding fine - I’m going on holiday
- Caller not happy with the determination by an officer of a civil dispute so rang to ask if officer is correct.
- A sparrow has just flown into my kitchen window and killed itself.
- I’ve set off to go on holiday and I’ve forgotten to put my bins out. Can the Police go round and put them out?
- Is 16.00 hours the same as four o’clock
- Reports of a suspicious vehicle – A Tesco delivery van - Why is it suspicious? – “Because people in this village don’t shop at Tesco”.
- My son is at my sisters – can an officer go round and get him as I don’t speak to my sister.
- Would you like some Gideon Bibles for your officers?
- I’ve lost my keys - can you come and break into my house
- Someone’s putting up a mast and they’re not allowed.
- What time does Sainsbury’s on Fulford close?