



Force Control Room (FCR) Update

Public Accountability Meeting

28th November 2017



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. Jul to Oct '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.
- October answer speed shows an improvement on September which in turn was an improvement on August
- 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
Jul	6335	6830	8189	1854
Aug	6651	6560	8551	1900
Sept	6575	6082	6959	384
Oct	6007	6084	6950	943
Total	25568	25556	30649	5081
Daily Volume	852	851	1021	169

Avg Time To Answer (seconds)				
	2015	2016	2017	Diff 2015 to 2017
Jul	6	10	19	13
Aug	6	11	17	11
Sept	7	10	12	5
Oct	6	9	9	3
Average	6.25	10.0	14.25	8



GOLD Group Measures (1)



- 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.
- 8500 calls answered on Operator line in September. 283 per day.
- 9665 calls were answered in October. 311 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)

Police and Crime
Commissioner
North Yorkshire



- **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 October '17 it averaged 140 calls per day are using this service
- On average a caller receives a call back after 10.15 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 10th Nov 2017, 12 Dispatchers and 4 Comms will have finished their tutorship and will be fully accredited
- 11 Comms and 5 Dispatchers have begun their Classroom training week commencing 6th November
- Further training courses are planned for Apr, Aug, Oct 2018 and Jan 2019
- The Training Hub based from the fall back room at Harrogate, is proving to be of great success. Eliminates the need for staff to be abstracted for training new colleagues and means BAU can remain in the FCR with added support coming from the Training Hub.



GOLD Group Measures (3)



- Crime Recording & Occurrence Management (CROM)
 - Crime Management Unit (CMU) review in 2016 recommended the CROM function from the FCR and CMU merge
 - A pilot of this began on 5th Sept 2017, originally for 3 months but is being extended due to the success and impact it has had
 - 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. October 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 in July to 144secs in September
 - In addition there has been a reduction in time taken to input information in October 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



Local context:

- The measures put in place in the previous months are making significant improvements
 - Call times are improving
 - The introduction of ‘Q buster’ means people are getting called back sooner and that is bringing the abandonment of calls rate down month on month
 - Improving Staffing Levels remains the number one contributor to the success of the Control Room, with some days in Oct calls being answered in less than 1 min on the Enquirer Line

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**

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

- **Call Types: National Standards**

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

Example of inappropriate Calls on 101

Police and Crime
Commissioner
North Yorkshire



- 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?