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Performance and Accountability Meeting

Enhancing the Customer Experience

Enhancing the Customer Experience

- Making Policing More Accessible
- Effective Learning from Legitimate Complaints
- More Efficient and Timely Customer Service
- Healthy Happy and Confident Workforce that better reflects the diversity of our community and can fulfil our priorities

Strengths – What is working well?

- Centralised Force Control Room with self-contained training facility
- Move to a learning not blame culture
- Openness to scrutiny
- Sharing information to safeguard the vulnerable

- Strengths based recruitment approach
- Positive Action Programme
- Empowering our staff-Intent Based Leadership
- An organisation that’s positive about change

Force Control Room

- Primary point of contact for the public
- Staffing
- Working with partners
- Increasing demand
- Increasing the number of options for the public
- Complexity of calls and call handling requirements
- Performance measures -999 2 Minute List

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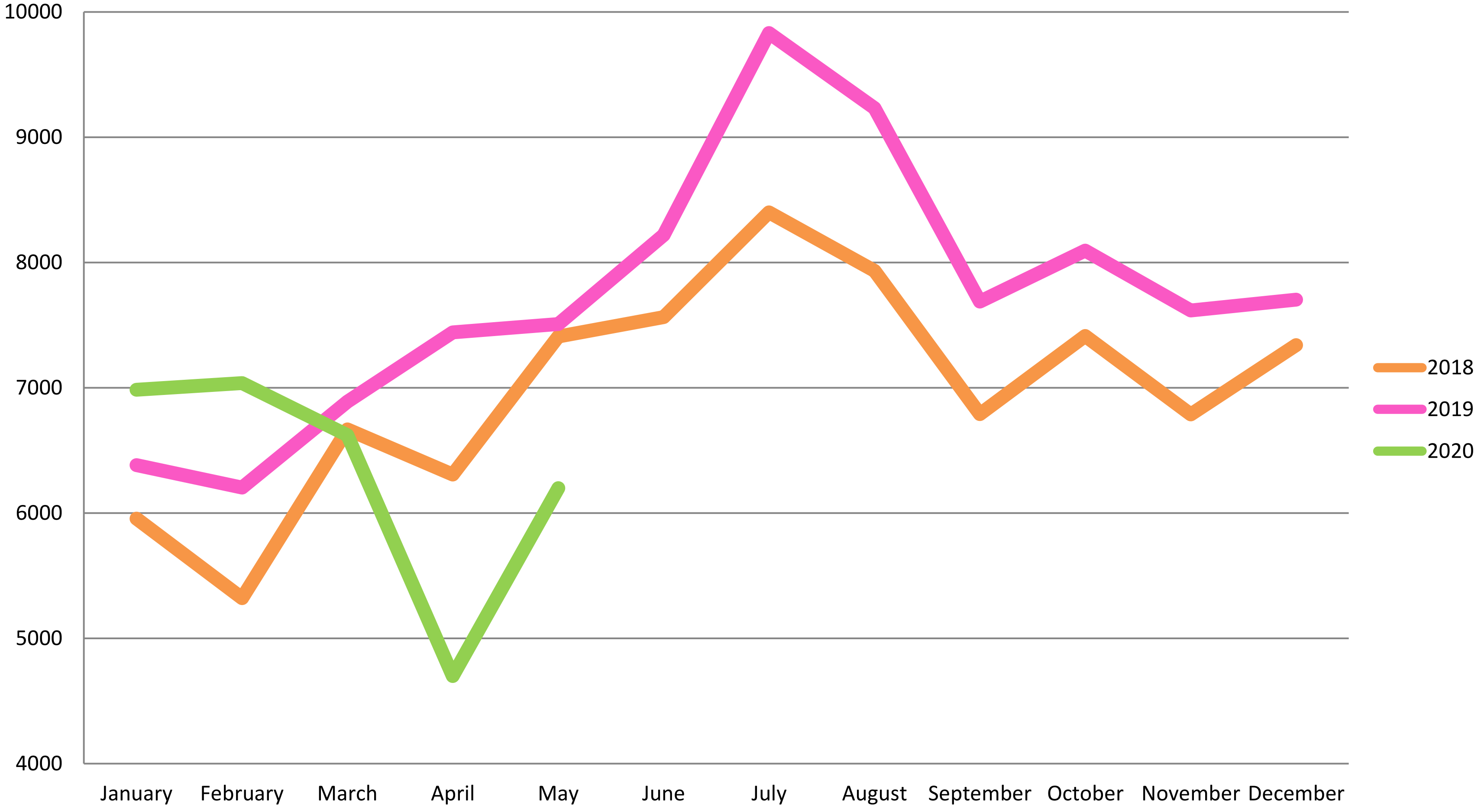
FCR Demand

- 22,000 **Phone calls** answered per month
- 3307 **Emails** to FCR Comms Inbox per month
- 1165 **Emails** to Force Control Room Inbox per month
- 1000-1500 General Enquiries **Emails** handled by FCR per month
- 15,170 **Outbound** calls monthly
- 1000 **Emergency Services** calls per month
- 17,500 incidents created on **STORM**
- Conversion rate of **calls to incidents** 76%.

FCR Considerations for Every Call

- Address validation via mapping
- MoPI (person Descriptions)
- NSIR Opening/closing/qualifiers
- NCRS
- A-Z Question sets
- STORM Call Scripting
- THRIVE Assessments / Call Scripting
- PNC / Niche / I24-7 / DVLA – Intelligence Checks
- CSI Templates
- Person Tabs – match STORM to Niche record
- Vehicle Tabs – match STORM to Niche record
- Ward code & locatlity previous incident cross referencing
- Aspire Data validation
- EISEC Location data
- Diary System
- Standard Operating Procedures and Generic Operation Plans.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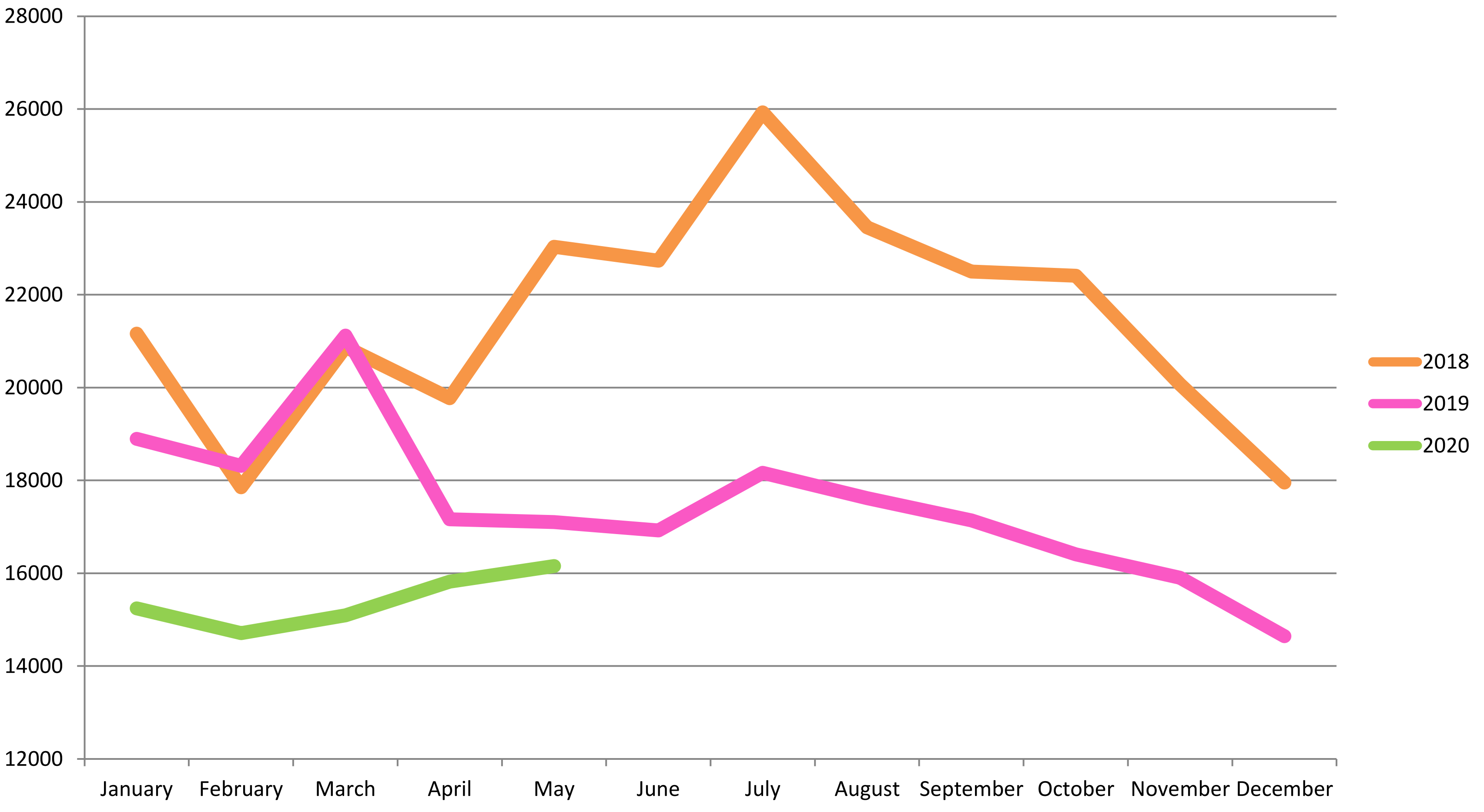

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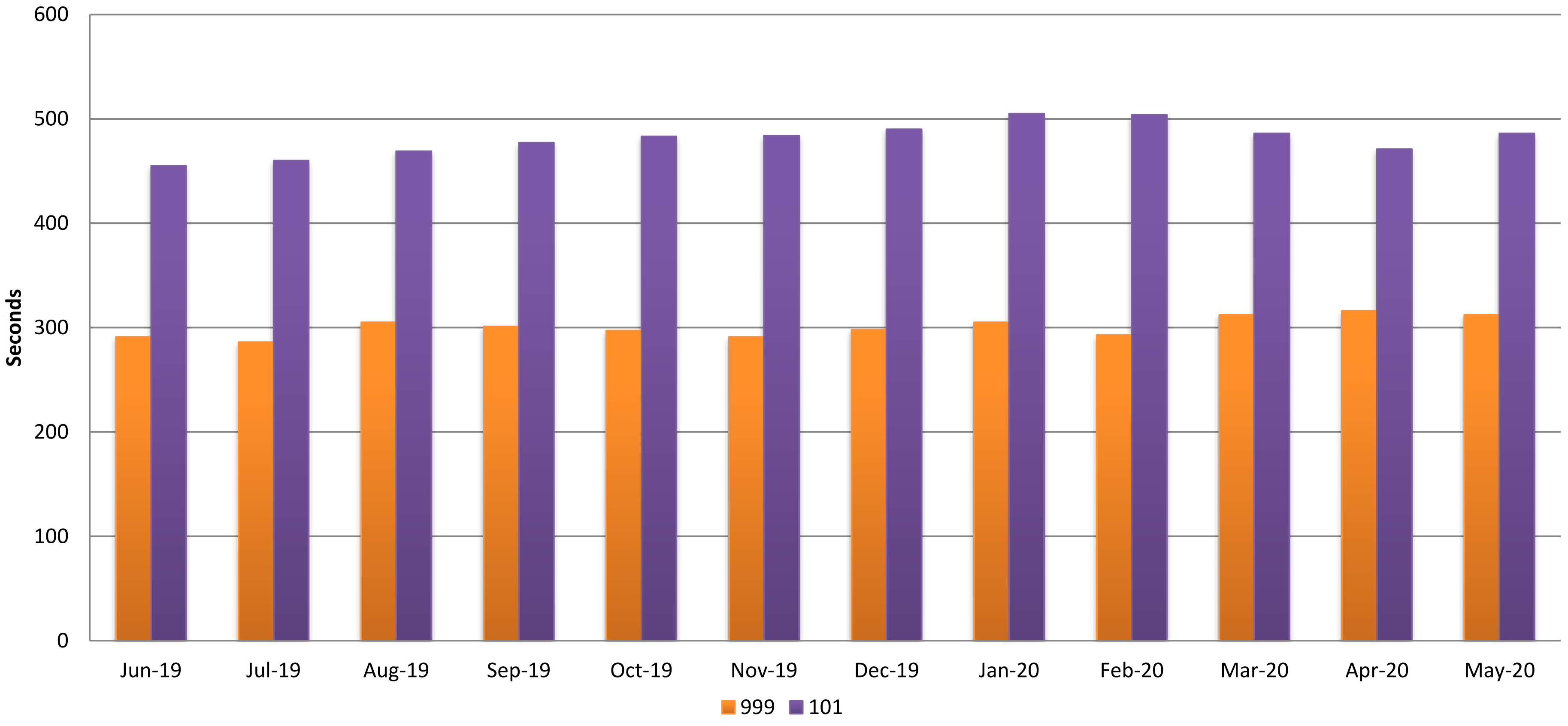
Average Call Handling Times



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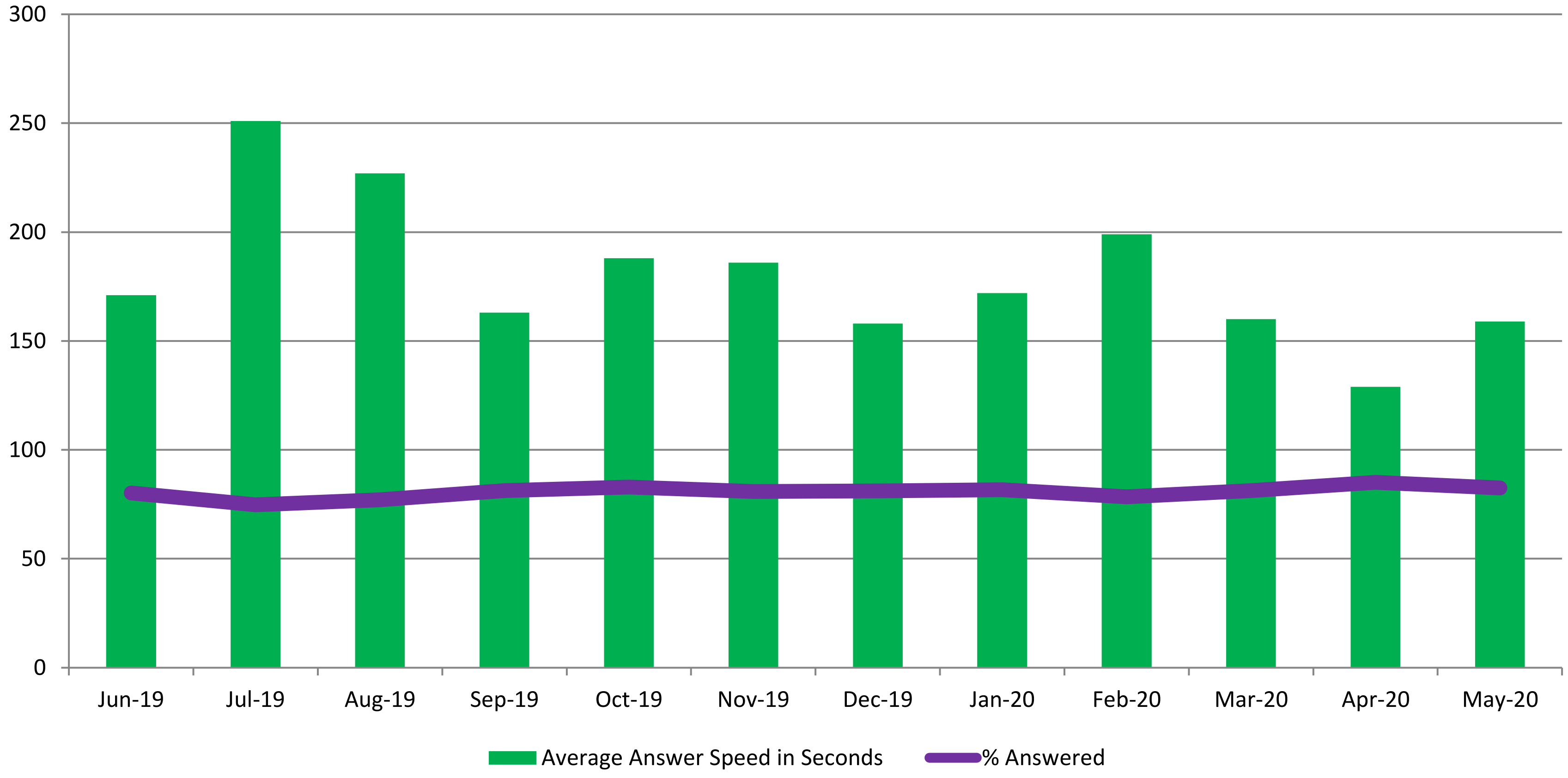
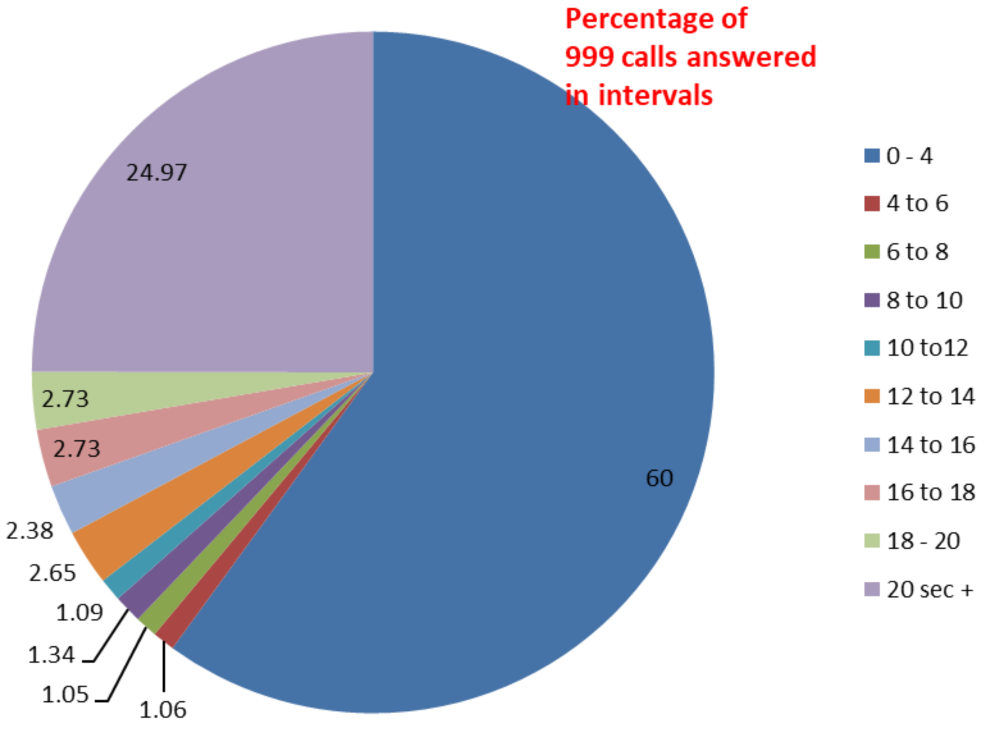
12 Month Average Speed of Answer on 101



3 Month 999 Percentage of Calls Answered in intervals



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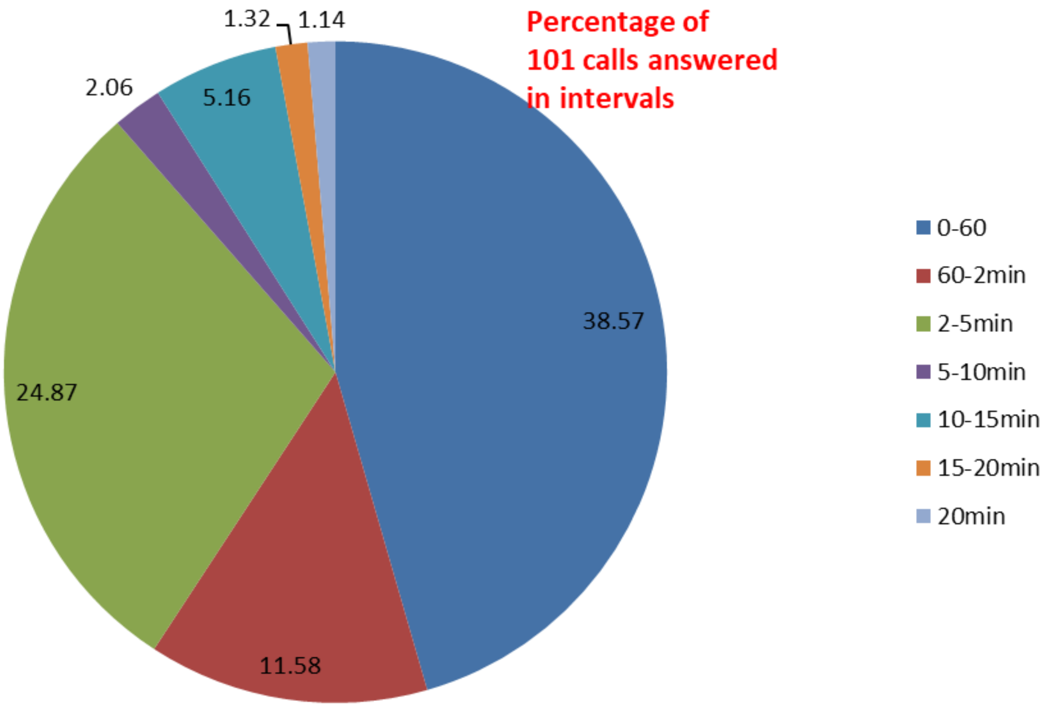
3 Month 101 percentage of calls answered in intervals


Percentage of 101 calls answered in intervals

Challenges – Things we are looking to solve

- Modernising technology within the FCR
- Reducing Demand coming into FCR, particularly repeat demand
- Becoming more proactive and less reactive
- Increasing number of options for the public to contact the police
- Improving efficiency of managing low risk crimes and incidents
- Current Covid Challenges and Learning

Opportunities that exist to overcome our challenges;

- Dedicated Chief Inspector in Customer Contact focused on service improvement and managing change
- Project underway to modernise technology within the FCR
- TOM being developed focused on prevention and early intervention
- Use of technology-Single Online Home, webchat, video conferencing
- Expansion of strengths based approach to recruitment and selection
- Investment of precept increase to improve alignment of resource deployment to customer needs

Results - what we expect to achieve in the next 12 months (and beyond).

- Increased Customer Choice and Customer Satisfaction
- Improved call handling performance
- Improved alignment of resource deployment to meet customer needs
- Increased use of early intervention and prevention
- Expansion of strengths based approach to recruitment and selection
- IBL embedded across the organisation
- More diverse workforce that better reflects our communities

Questions????