



# Force Control Room (FCR) update

Public Accountability Meeting

26/09/17

# 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
- May to August 17 has yielded between 6500 and 9000 calls
- Increase has been equivalent of 5 months of calls in 4 months
- The impact has been an increase in answer speed of 8 secs on 2016 and 11 secs on 2015.
- 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
May	5519	5761	6625	1106
Jun	5773	6074	7076	1303
Jul	6335	6830	8189	1854
Aug	6651	6560	8851	2200
Total	24278	25225	30741	6463
Daily Volume	789	819	987	198

Avg Time To Answer (seconds)				
	2015	2016	2017	Diff 2015 to 2017
May	5	6	13	8
Jun	7	9	18	11
Jul	6	10	19	13
Aug	6	11	17	11
Average	6.0	9.0	16.8	10.8





# 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

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?



# GOLD Group Measures (1)



## • Hold For an Operator

- Following feedback from the Public we have introduced “Hold for Operator”.
- Almost 8000 calls answered on Operator line in August. 260 per day.
- For 1/9 – 24/9 Operator 6700 calls answered. 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.
- Providing callers with a service when they are unsure who it is they need to speak with.
- 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 and in the period to 24<sup>th</sup> September on average 139 people per day are using this service
- On average a caller receives a call back after 8 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 still in training.
- Going forward we are recruiting a further 13 comms and 4 dispatch in October 17 and a further 9 Comms and 11 dispatch in January 18.
- Training requires abstraction of existing skilled staff to run the courses and do tutorship
- Tutorship was previously conducted on a 1 to 1 basis. Training programme has been revised to reduce the training time, and there is now a "unit" where all new trainees are being tutored in a separate room in a group which will have less impact on the abstraction rate of fully skilled staff.



# 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 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 in between calls. The focus is not about Crime Management processes.
  - **Initial indications are positive . In the two weeks since go live compared to the average levels in June to August**
    - **A reduced abandonment rate on Enquirer from 30% to 20%**
    - **A reduction in average speed of answer from 230secs to 121secs in September**
  - 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.