

Public Accountability Board

Part c) Force Control Room Performance

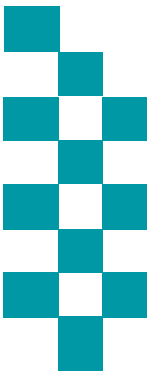


Meeting: February '18

Reporting Period: Apr 2017 - Jan 2018

NB: Statistics remain provisional and subject to change

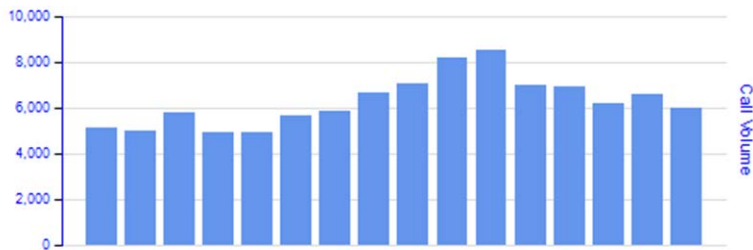
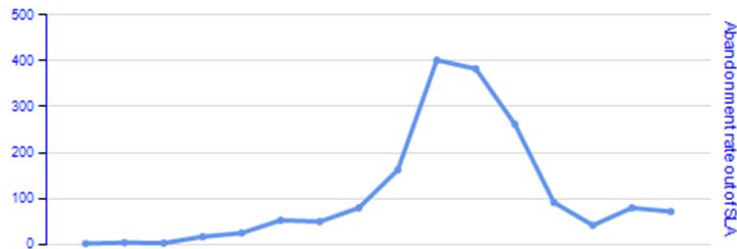
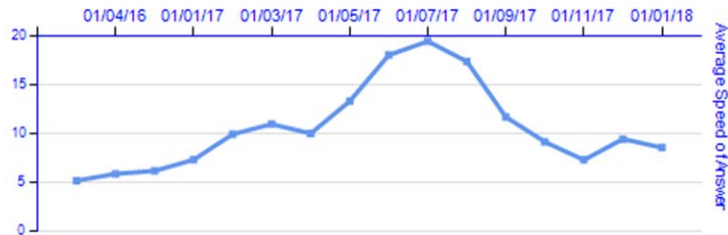
**BE SAFE
FEEL SAFE**



FCR 999 Performance

Performance in the FCR continues to consolidate after the improvements made in Summer 2017.

Speed of Answer now under the target time of 10 seconds and abandoned calls reduced by 78% in January 2018 compared to July 2017



Month	Calls Presented	Calls Answered	Speed of Answer	Abnd Calls	Abnd Out Of SLA	% Abn (SLA)
Apr-17	5852	5763	10.0	89	49	0.8%
May-17	6640	6513	13.3	127	79	1.2%
Jun-17	7073	6864	18.0	209	162	2.3%
Jul-17	8192	7717	19.4	475	402	4.9%
Aug-17	8549	8112	17.4	437	383	4.5%
Sep-17	6959	6657	11.7	302	262	3.8%
Oct-17	6946	6802	9.2	144	91	1.3%
Nov-17	6170	6097	7.3	73	41	0.7%
Dec-17	6585	6474	9.5	111	79	1.2%
Jan-18	5955	5851	8.6	104	71	1.2%

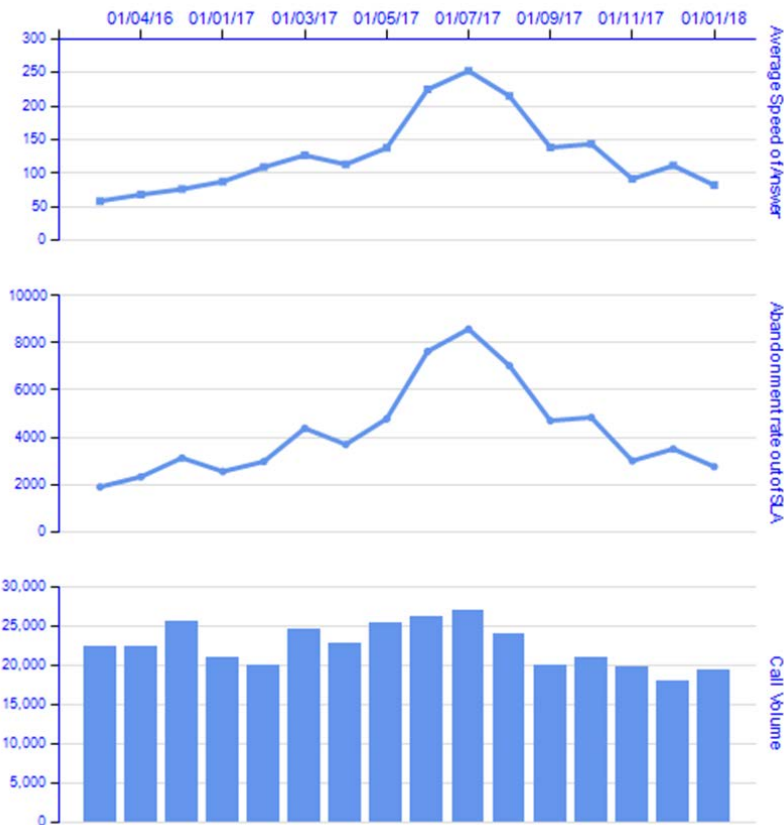
- BT 999 liaison have reported since June 2017 calls to all Emergency Services have increased from 80,000 per day to 101,000 per day. Nationally this is placing significant pressure on all call rooms
- Alongside the national increase, locally we have seen a 33% rise in Hoax Calls recorded (1st Apr 2017 – 31st Jan 2018 compared to same time 2016/17)
- Abandoned Calls outside of the agreed SLA has decreased substantially compared to July 2017

FCR 101 Performance

101 Performance has again consolidated after the improvements made in Summer 2017

The reduction is attributed to the introduction of two new telephone facilities and a process change (further on those follows):-

- Hold for Operator
- Call Back facility (Queue Buster)
- Abstraction of Crime Recording and Occurrence management tasks



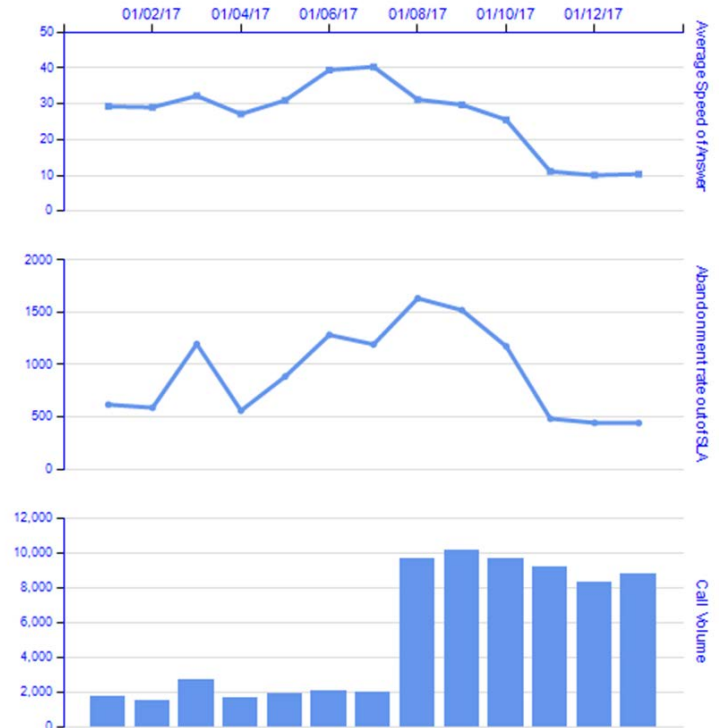
Date	Calls Presented	Calls Answered	Speed of Answer	Abnd Calls	Abnd Out SLA	% Abn (SLA)
01/04/2017	22836	18448	113.4	4388	3694	16.2%
01/05/2017	25412	19935	137.8	5477	4783	18.8%
01/06/2017	26090	17588	224.8	8502	7645	29.3%
01/07/2017	26900	17549	252.6	9351	8593	31.9%
01/08/2017	24011	16352	214.9	7659	7035	29.3%
01/09/2017	20000	14767	138.5	5233	4704	23.5%
01/10/2017	20915	15500	143.6	5415	4839	23.1%
01/11/2017	19654	16241	91.7	3413	2997	15.2%
01/12/2017	17904	13990	111.5	3914	3502	19.6%
01/01/2018	19259	16097	82.5	3162	2751	14.3%

FCR Gold Group Measures

Hold For an Operator

- Following public feedback, the automated switchboard was amended on 2nd August 2017 to provide the public with an option to speak to an operator should none of the 4 options be suitable.
- The aim of this service is to improve the way in which customers can navigate the options at the automated service. It is understood that these customers are now waiting for an operator rather than selecting option 1 as their preferred choice. The volumes being handled through this service are indicated in the following table:-

Date	Calls Presente	Calls Answd	Speed of	Abnd Calls	Abnd Out	% Abn (SLA)
01/04/2017	1692	1104	27.1	588	560	33.1%
01/05/2017	1887	969	31.0	918	886	47.0%
01/06/2017	2056	734	39.5	1322	1285	62.5%
01/07/2017	2012	778	40.4	1234	1194	59.3%
01/08/2017	9683	7906	31.2	1777	1635	16.9%
01/09/2017	10129	8458	29.7	1671	1522	15.0%
01/10/2017	9662	8337	25.6	1325	1176	12.2%
01/11/2017	9181	8568	11.1	613	483	5.3%
01/12/2017	8295	7733	10.1	562	443	5.3%
01/01/2018	8787	8238	10.4	549	441	5.0%



Since the hold for operator facility was introduced:

- The number of calls being abandoned at the automated switchboard has reduced by 32%
- The voice recognition rate has improved by 8%
- Callers speak to a person rather than attempting to negotiate the automation
- Calls which are transferred on to FCR operators have already been triaged and are being correctly transferred

The volumes of calls via “hold for operator” vary during the day. The types of call are in three broad categories:-

- Incident to be reported following triage by operator (35%)
- Calls for other departments or individuals (32%)
- Quick queries dealt with by operator (33%)

FCR Gold Group Measures

Queue Buster

- This is a call back facility introduced on 30th August 2017. This allows the customer to request a call back rather than waiting themselves in a queue. The following table indicates the volume of call backs being requested and made and the average length of time customers are waiting for FCR staff to call them back. The reduction in 101 calls reported earlier can also be attributed to the call back facility.

Month	Volume	Average time to call back
October	4349	10:15
November	2600	12:14
December	2816	11:29
January	2199	11:08

- Anecdotal feedback remains positive, further survey capability is being developed to understand customer expectations and requirements from the service by the nexus Team

Crime Recording and Occurrence Management

Crime Recording and Occurrence Management (CROM) administration tasks have been abstracted from FCR since 5th September 2017. This is in line with recommendations from a peer review by Police Service Northern Ireland, and an internal review by the Nexus team.

- The combination of call handling and CROM administration results in lengthy periods of time to input information on to force systems. This can be as high as 42% of staff time in addition to the duration of the calls. Since CROM has been removed from the FCR, the time to input information by the staff remaining in the FCR has reduced to 33%, thus allowing staff to have a higher level of availability to pick up calls.
- The pilot is about to reach its conclusion with a recommendation to separate management of crime and occurrence management tasks.

The combination of the above three factors has had a positive impact:-

- Reduction in volumes of calls being presented
- Reduction in abandonment rate
- Improvement in answer times on 999
- Reduction in the amount of time to input incidents

FCR Recruitment and Training

Recruitment, Training & Tutorship

- In the last 6 months FCR have welcomed the following numbers of staff into the department

Communications Officer :-

- 12 have been recruited. All are now trained and accredited to perform their role.
- A further 16 Communications Officers have begun training on 8th January 2018 and will be accredited to carry out their role fully by 23 March 2018.

Dispatchers:-

- 14 have been recruited. Six of these are currently in tutorship and will be accredited to carry out their role by 2nd February. A further six will be trained at the end of February and will be fully accredited by 27th April 2018. Dispatchers are also trained and accredited to take calls.
- The training and tutorship plan has now been revised with the newly formatted tutor hub now in place at Harrogate with a substantial plan until April 2017. An additional training room has been configured at Alverton Court to assist with displaced training from the Harrogate room.
- Further courses have been arranged for April 2018, August 2018 October 2018 and January 2019. Due to the increased number of training positions now available, the FCR will be able to train increased numbers of staff on each course.

Further Recruitment :-

- Analysis has shown that particularly during the summer months of 2017 compared to previous years there has been an increase in emergency calls. This is echoed by BT 999 liaison and other forces. In order to plan for such an increase next year, the FCR team are in the process of recruiting students who will be residing in York and surrounding areas during next summer. The students will be on fixed term and flexible hours contracts and will be trained to take calls.
- Six Police Constables have already been trained to take 999 calls to assist with future increases in calls. Further courses are scheduled to take place after Operation Kingfisher (Fracking) has ended. This will assist us in sustaining staffing levels to match seasonal demand.

FCR Performance

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**

Incident type	2015 – 2016	2016 – 2017
Anti - social behaviour	12.55	12.8
Crime	17.26	17.5
Public Safety & Welfare	33.33	34.4
Road related	16.48	16.0
Administration	20.38	19.3