



**Lancashire  
Constabulary**

police and communities together

**REPORT TO: STRATEGIC SCRUTINY MEETING**

**DATE: 23<sup>rd</sup> June 2015**

**AGENDA ITEM: 2**

**SUBJECT: • Quality of Service – Update on Contact Management**

**Current Performance**

	999				
	Offered	Achieved	Service Level	Average Speed to Answer secs	Abandonment Rate
<b>OCT</b>	17547	15241	<b>86.86%</b>	4.8	<b>1.5%</b>
<b>NOV</b>	16189	14290	<b>88.27%</b>	4.4	<b>1.1%</b>
<b>DEC</b>	15642	13937	<b>89.10%</b>	4.7	<b>1.1%</b>
<b>JAN</b>	14518	13234	<b>91.16%</b>	3.5	<b>0.5%</b>
<b>FEB</b>	13817	12127	<b>87.77%</b>	4.8	<b>0.7%</b>
<b>MAR</b>	15425	13427	<b>87.05%</b>	4.6	<b>1.2%</b>
<b>APR</b>	16120	14070	<b>87.28%</b>	4.7	<b>0.5%</b>
<b>MAY</b>	16637	14882	<b>89.45%</b>	4.1	<b>0.7%</b>
<b>JUN</b>	9104	8118	<b>89.17%</b>	3.9	<b>1.2%</b>

	Non-Emergency				
	Offered	Achieved	Service Level	Average Speed to Answer secs	Abandonment Rate
<b>OCT</b>	67708	54181	<b>80.02%</b>	25.8	<b>8.3%</b>
<b>NOV</b>	63198	52842	<b>83.61%</b>	24.4	<b>7.5%</b>
<b>DEC</b>	57629	47941	<b>83.19%</b>	21.4	<b>6.8%</b>
<b>JAN</b>	62856	48194	<b>76.67%</b>	28.3	<b>10.9%</b>
<b>FEB</b>	64071	39148	<b>61.10%</b>	62.5	<b>21.3%</b>
<b>MAR</b>	68721	47137	<b>68.59%</b>	46.3	<b>16.3%</b>
<b>APR</b>	65048	47639	<b>73.24%</b>	34.1	<b>10.6%</b>
<b>MAY</b>	64414	52059	<b>80.82%</b>	23.6	<b>7.4%</b>
<b>JUN</b>	34157	27767	<b>81.29%</b>	21.7	<b>7.3%</b>

### Current Month Performance – June

Jun	999	Month to Date	89.17%	Non-Emergency	Month to Date	82.36%						
	999						Non-Emergency					
	Offered	Achieved	Service Level	Staffing Hours	Average Speed to Answer	Abandon Rate	Total Offered	Total Achieved	Overall Service Level	Staffing Hours	Average Speed to Answer	Abandon Rate
1st	460	418	90.87%	53	3.7	1.1%	2337	2012	86.09%	362	22.8	5.4%
2nd	421	370	87.89%	58	4.5	0.7%	2314	1762	76.15%	338	32.2	10.2%
3rd	496	432	87.10%	63	4.3	0.0%	2329	1886	80.98%	484	21.1	6.5%
4th	562	461	82.03%	58	2.6	13.7%	2403	2118	88.14%	593	9.2	9.1%
5th	520	465	89.42%	55	4.4	0.2%	2509	2088	83.22%	424	21.8	7.5%
6th	680	608	89.41%	53	3.8	0.1%	1935	1491	77.05%	391	25.1	6.9%
7th	658	599	91.03%	58	3.4	0.2%	1685	1482	87.95%	411	13.5	4.9%
8th	458	394	86.03%	56	5.5	0.2%	2606	1969	75.56%	357	34.5	11.6%
9th	498	426	85.54%	53	4.7	0.4%	2440	1711	70.12%	346	40.3	13.9%
10th	577	473	81.98%	53	5.6	0.3%	2423	1768	72.97%	397	34.4	11.3%
11th	476	412	86.55%	55	5.3	0.6%	2369	1921	81.09%	386	24.0	8.3%
12th	559	511	91.41%	53	3.4	0.2%	2455	2099	85.50%	409	19.4	5.7%
13th	724	681	94.06%	64	3.1	0.1%	1989	1645	82.70%	427	20.1	6.1%
14th	608	573	94.24%	63	2.6	0.3%	1731	1555	89.83%	389	11.6	3.8%
15th	457	416	91.03%	52	3.3	0.7%	2632	2260	85.87%	421	14.7	3.1%
16th	498	458	91.97%	47	3.1	0.6%	2457	2154	87.67%	435	14.0	3.8%
17th	452	421	93.14%	52	3.2	0.2%	2250	2089	92.84%	385	9.9	3.1%

## Longest call waiting

The below table contains the top ten longest waiting calls.

November	December	January	February	March	April	May
00:34:36	00:29:58	00:25:34	00:12:52	00:11:54	00:16:59	00:17:50
00:32:55	00:23:17	00:15:24	00:12:32	00:11:53	00:13:06	00:15:33
00:24:58	00:20:27	00:13:32	00:11:58	00:09:51	00:12:52	00:13:24
00:22:23	00:19:04	00:07:29	00:11:44	00:09:42	00:11:57	00:13:00
00:19:56	00:18:51	00:07:01	00:10:24	00:08:51	00:11:56	00:12:04
00:16:58	00:15:42	00:06:35	00:10:21	00:08:38	00:11:55	00:11:17
00:16:57	00:13:56	00:06:35	00:09:33	00:07:57	00:11:41	00:11:12
00:14:16	00:13:40	00:06:28	00:09:00	00:06:20	00:11:30	00:10:35
00:13:43	00:13:31	00:06:24	00:08:02	00:06:13	00:10:16	00:10:25
00:12:37	00:13:21	00:06:02	00:07:46	00:05:59	00:10:12	00:10:07

## Complaints

No official complaints have been made this year regarding waiting time.

## Strategic Focus Areas

### Staffing Numbers

The staffing for the Force Control room should be 295 FTE; currently the staffing numbers are 288 FTE. There is a new recruit CCA intake starting their course in July and they will commence taking live calls mid-August. This will be the seventh new recruit course since migration for Contact Management, including internal and external.

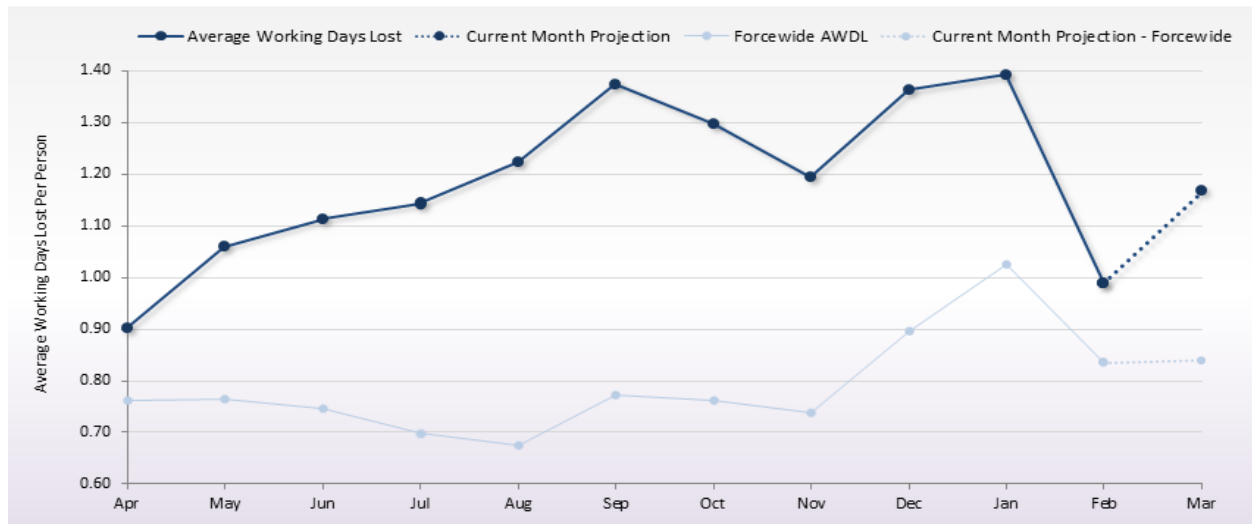
At the end December the switchboard contracts were not renewed as this addition was not in the structure and with the January intake ready to take calls mid-march an increase in call-handling performance was predicted. However with the closure of the switchboard there has been a significant increase to the operator call-handling times, which has increased calls stacking especially when an influx of calls is received.

Therefore in February a decision was made to re-introduce the switchboard, unfortunately the staff previously available had now moved on as CCA's themselves or other roles within the organisation.

Since the re-introduction of Switchboard there has been a significant improvement in call answering times. The May intake is also due to take live calls at the end of this month in the mentoring hub for 4 weeks.

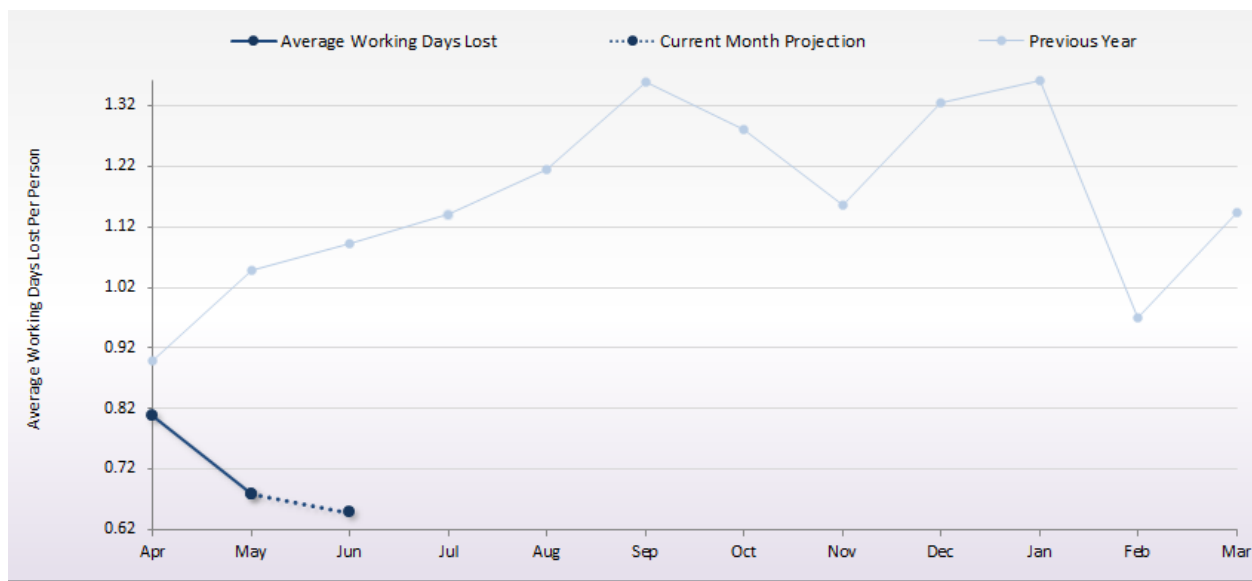
Demand continues to change in respect of calls received and as a result Freda rota requests are now being dealt with by a single point of contact with HR consultation.

## Contact Management Attendance 2014-2015



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year to Date
<b>Average Working Days Lost</b>	0.90	1.06	1.11	1.14	1.22	1.37	1.30	1.19	1.36	1.39	0.99	1.17	14.22
<b>Forcewide AWDL</b>	0.76	0.76	0.75	0.70	0.68	0.77	0.76	0.74	0.90	1.02	0.83	0.84	9.51
<b>Difference</b>	+0.14	+0.30	+0.36	+0.44	+0.54	+0.60	+0.54	+0.45	+0.46	+0.37	+0.16	+0.33	+4.71

## Contact Management Attendance 2015-Current



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year to Date
<b>Average Working Days Lost</b>	0.81	0.68	0.65	-	-	-	-	-	-	-	-	-	2.15
<b>Previous Year</b>	0.90	1.05	1.10	1.15	1.22	1.36	1.29	1.16	1.33	1.37	0.97	1.15	14.05
<b>Difference</b>	-0.09	-0.37	-0.45	-	-	-	-	-	-	-	-	-	-11.90

There has been a significant reduction in absences Apr-Jun '15 due to medium and long term returning to work. Early preventions are being achieved through the attendance policy and over 90 checkpoints have been completed in the last 12mths. Any staff member that has actionable attendance has had a meeting with the same Operation Support Manager and has an individual plan in place to improve.

## Peek a Boo – Hoax Caller

No calls have been received since March from this caller.

## 999 Assistance

To still assist with both 101 and 999 calls we have trained an additional 60 staff, these staff members were `recruited` on a voluntary basis from existing Constabulary personnel (both Police Officer and Police Staff) and operate on an overtime basis (i.e. over and above their main Constabulary roles). Demand prediction has allowed these 999 Assistance Operators to be utilized when additional support has been required.

The need for this overtime is decreasing as CCA staffing numbers increase.

## Technology Issues

Weekly conference calls with Capita continue to resolve the technical issues with the system.

## Digital Engagement

A Digital engagement strategy has been developed which will enable the on line reporting of crime and incidents improving public accessibility thereby reducing calls into the room. A Contact an officer direct form has been developed for the website which enables the public to directly contact an officer direct who they have dealt with in order to receive an update on their enquiry.

The below table shows how many reports since going-live have been made on line.

	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15 (So Far)
Contact An Officer	68	109	115	124	118	52	199	112
Report an incident	5	16	19	18	28	54	170	59
Report a Crime	4	24	31	37	10	15	20	12
Submit Lost Property	2	10	10	5	15	2	8	1

## Demand Reduction Unit

The Demand Reduction Unit continues to take unnecessary demand out which in turn increases the operational effectiveness of the officers on the frontline to enable them to be dispatched to those incidents that necessitate a police presence.

The creation of an Initial Investigation Unit which will comprise of 40 PC's who will take live time crime related calls has been agreed at SMB. The advert for the additional 16 posts has been put out with a go live date planned for August. This will also reduce the call handling times for the CCA's and therefore further improve call handling times.

Below Table indicates the incidents that DRU have dealt with

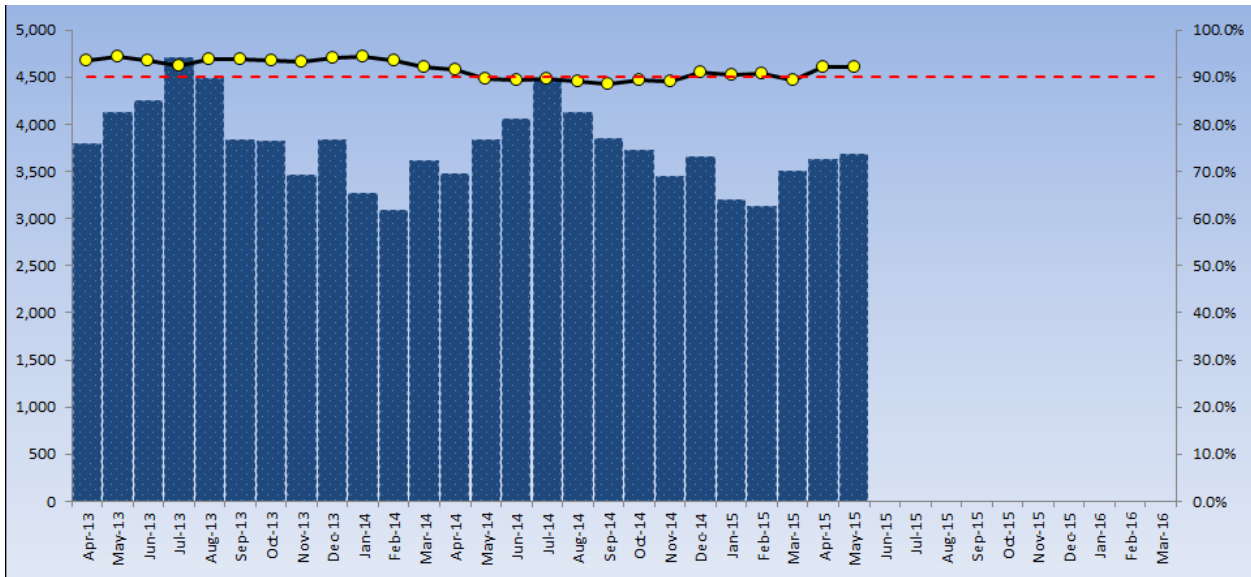
DRU TAG											
Incident Classifications	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun		YTD
All Incidents	3,301	3,264	3,508	3,637	3,288	3,460	3,523	3,723	1,730		29,434
Crime Related Incidents	857	722	562	551	419	444	448	476	207		4686
Transport Related Incidents	60	53	53	73	42	54	51	55	28		469
Public Safety/Welfare Related Incidents	1,593	1,726	2,149	2,195	2,085	2,203	2,264	2,350	1,123		17,688
Anti Social Behaviour Related Incidents	361	294	310	356	277	298	319	325	142		2682
Administration Related Incidents	484	506	495	543	519	505	502	570	256		4380
<b>Domestic (Incl Qualifiers)</b>											
Domestic (Inc Class 370 and/or DA/DV Qualifier)	476	373	402	374	343	293	363	364	145		3133

DRU2 TAG											
Incident Classifications	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun		YTD
All Incidents	1,125	1,042	1,156	1,208	1,178	1,164	1,182	1,347	618		10,020
Crime Related Incidents	123	93	70	76	72	84	113	107	38		776
Transport Related Incidents	30	19	18	24	19	22	22	23	12		189
Public Safety/Welfare Related Incidents	663	665	814	797	809	776	769	886	420		6,599
Anti Social Behaviour Related Incidents	171	116	143	162	105	107	122	150	73		1149
Administration Related Incidents	174	169	143	199	206	197	193	214	94		1589
<b>Domestic (Incl Qualifiers)</b>											
Domestic (Inc Class 370 and/or DA/DV Qualifier)	82	72	82	61	65	67	84	99	43		655

Domestic incidents have reduced due to a process change as of Oct where the log automatically goes into the PVP system, DRU still QA this but with no tag on the incident log.

# PASS (Public Assistance & Service Standards)

## Grade 1 – Emergency incidents



## Grade 2 – Priority Incidents

