



REPORT TO: STRATEGIC SCRUTINY MEETING

DATE: 12th January 2015

AGENDA ITEM: 3 - Quality of Service Update

SUBJECT: Contact Management (101/999 and PASS Response)

Current Performance - Emergency

	999				
	Offered	Achieved	Service Level	Average Speed to Answer	Abandonment Rate
APR	18230	11275	61.85%	13.6	4.2%
MAY	20494	12538	61.18%	13.7	6.4%
JUN	19384	14586	75.25%	9.6	3.6%
JUL	20106	15500	77.09%	8.9	2.3%
AUG	18716	15365	82.10%	7.3	1.8%
SEP	18220	14440	79.25%	7.7	2.1%
OCT	17547	15241	86.86%	4.8	1.5%
NOV	16189	14290	88.27%	4.4	1.1%
DEC	15642	13937	89.10%	4.7	1.1%

Current Performance – Non-Emergency

Non-Emergency					
	Offered	Achieved	Service Level	Average Speed to Answer	Abandonment Rate
APR	87387	38759	44.35%	123.7	33.8%
MAY	91646	41170	44.92%	121.1	33.0%
JUN	78633	37502	47.69%	72.2	24.7%
JUL	80515	52883	65.68%	49.4	17.3%
AUG	69816	44815	64.19%	40.0	14.0%
SEP	77094	49124	63.72%	58.7	18.2%
OCT	67708	54181	80.02%	25.8	8.3%
NOV	63198	52842	83.61%	24.4	7.5%
DEC	57629	47941	83.19%	21.4	6.8%

Longest call waiting

The below table contains the top ten longest waiting calls.

Nov	Dec
00:34:36	00:29:58
00:32:55	00:23:17
00:24:58	00:20:27
00:22:23	00:19:04
00:19:56	00:18:51
00:16:58	00:15:42
00:16:57	00:13:56
00:14:16	00:13:40
00:13:43	00:13:31
00:12:37	00:13:21

Complaints

No formal complaints have been made since June 2014 regarding waiting time; there have been some concerns from callers regarding calls terminating but after a system check this appears to be the caller's error through the select 1,2,3 switchboard process.

Strategic Focus Areas

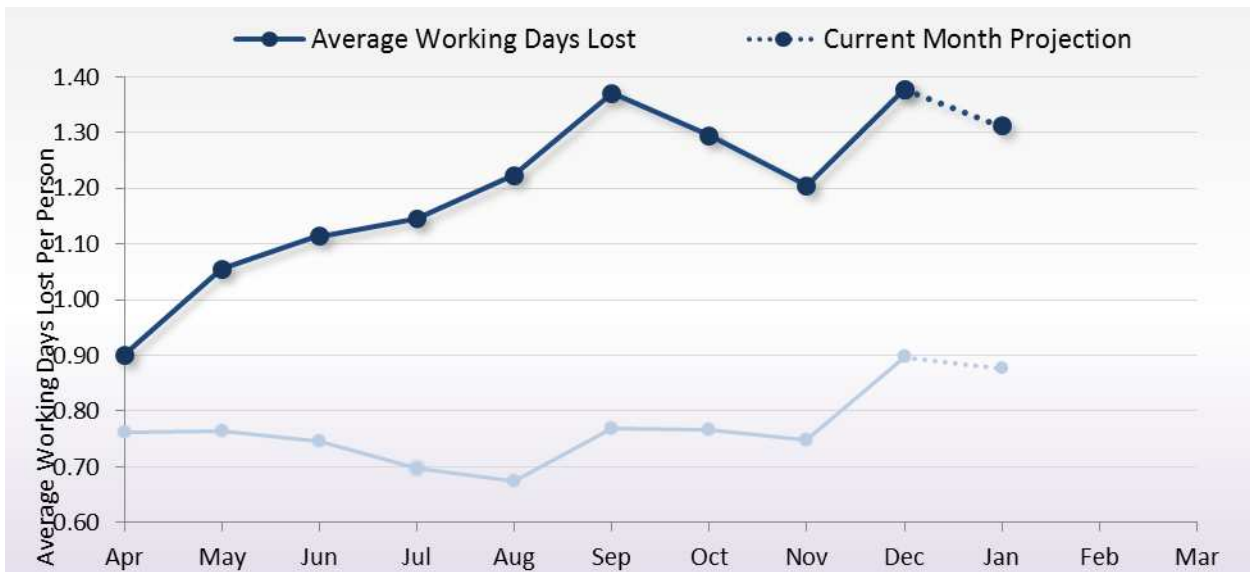
Staffing Numbers

The staffing for the Force Control room should be 295 FTE, currently the staffing numbers are 277 FTE. There is a new recruit CCA intake starting their course on the 26th January and currently there are 18 staff programmed in for the course. They will commence taking live calls mid-march. This will be the fifth new recruit course since migration for Contact Management, including internal and external.

In November a decision was made to keep staff longer in roles e.g. call-taking before refreshments and radio dispatching for the remaining tour, this enabled staff to be in their roles longer and minimise changeovers, therefore increasing their availability to take calls. The increase time in roles was a decision taken at Contact Management Gold meeting based on staff being more confident with the new BCU restructures introduced in April 2014.

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



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Year to Date
Average Working Days Lost	0.90	1.05	1.11	1.14	1.22	1.37	1.29	1.20	1.38	1.31	-	-	11.99
Forcewide AWDL	0.76	0.76	0.75	0.70	0.67	0.77	0.77	0.75	0.90	0.88	-	-	7.70
Difference	+0.14	+0.29	+0.36	+0.44	+0.55	+0.60	+0.52	+0.45	+0.48	+0.43	-	-	+4.29

There has been a spike in absences Dec'14 due to short term absence on the lead up to Christmas and this is being managed through the attendance policy. As a whole the highest proportion of sickness is medium term with short and long decreasing.

CCA Leavers September 2013 to December 2014

Reason for leaving	Headcount
Leaver	
Efficiency of service	1
End of Temp/Casual Employment	3
Redundancy - Compulsory	16
Resignation	22
Retirement	2
Retirement - Early Rel. 85 Yr	1
Retirement - Ill Health	1
Leaver Total	46
Transferred to other role	
Central Process Unit	1
CJ	1
CJS - Team Leaders	1
Community Support Officers	6
Coroners	1
Front Counters	1
ICT	1
Mounted	1
Professional Standards	1
Public Protection Unit - MASH	1
Resource Management	1
Systems Support	1
Transferred to other role Total	17
Grand Total	63

999 Assistance

The Switchboard has now been suspended as Contact Management will be at the required FTE once the January intake concludes. However 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. Since the 999 Assistance Operators were implemented performance has increased, and clear reductions have been experienced in both average answering times and abandoned calls.

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
Contact An Officer	68	109
Report an incident	5	16
Report a Crime	4	24
Submit Lost Property	2	10

Demand Reduction Unit

The number of Sergeants within the Demand Reduction Unit has been increased which enables a more local approach to addressing risk, threat and vulnerability. There is now a sergeant for each of the BCU's who work closely with the Frontline sergeants in Divisions. By taking unnecessary demand out this increases the operational effectiveness of the officers on the frontline to enable them to be dispatched to those incidents that necessitate a police presence.

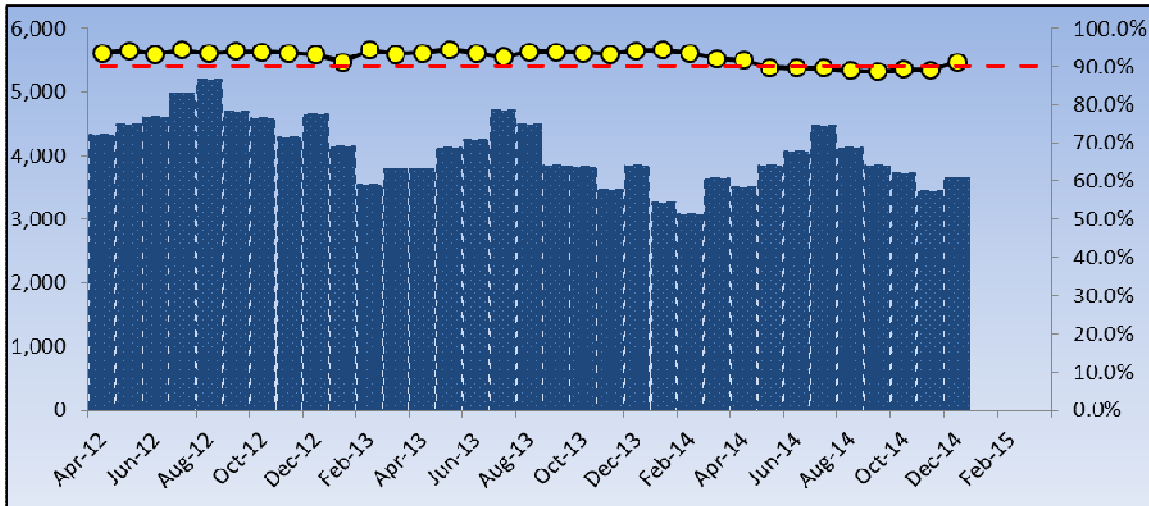
The table below indicates incidents dealt with by DRU

DRU TAG - Incident referred to DRU Sgt									
Incident Classifications	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
All Incidents	5,249	5,518	5,190	5,479	4,231	4,383	3,301	3,262	3,499
Crime Related Incidents	2,485	2,577	2,391	2,374	1,341	1,329	857	721	556
Transport Related Incidents	30	39	33	53	47	44	60	53	52
Public Safety/Welfare Related Incidents	2,109	2,274	2,194	2,358	2,258	2,338	1,593	1,679	1,988
Anti Social Behaviour Related Incidents	201	198	197	236	210	241	311	262	255
Administration Related Incidents	424	430	375	458	375	431	480	501	488
Historic Code/Incorrectly Classified	0	0	0	0	0	0	0	46	160
Domestic (Incl Qualifiers)	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Domestic (Inc Class 370 and/or DA/DV Qualifier)	1,568	1,795	1,663	1,744	1,730	1,758	476	373	401
DRU2 TAG - Deployment prevented by DRU Sgt (introduced Aug 2014)									
Incident Classifications	Aug	Sep	Oct	Nov	Dec				
All Incidents					295	808	1,125	1,042	1,155
Crime Related Incidents					34	86	123	93	69
Transport Related Incidents					9	18	30	19	18
Public Safety/Welfare Related Incidents					184	478	663	638	720
Anti Social Behaviour Related Incidents					35	87	139	102	114
Administration Related Incidents					33	139	170	163	140
Historic Code/Incorrectly Classified					0	0	0	27	94
Domestic (Incl Qualifiers)	Aug	Sep	Oct	Nov	Dec				
Domestic (Inc Class 370 and/or DA/DV Qualifier)					33	61	82	72	82

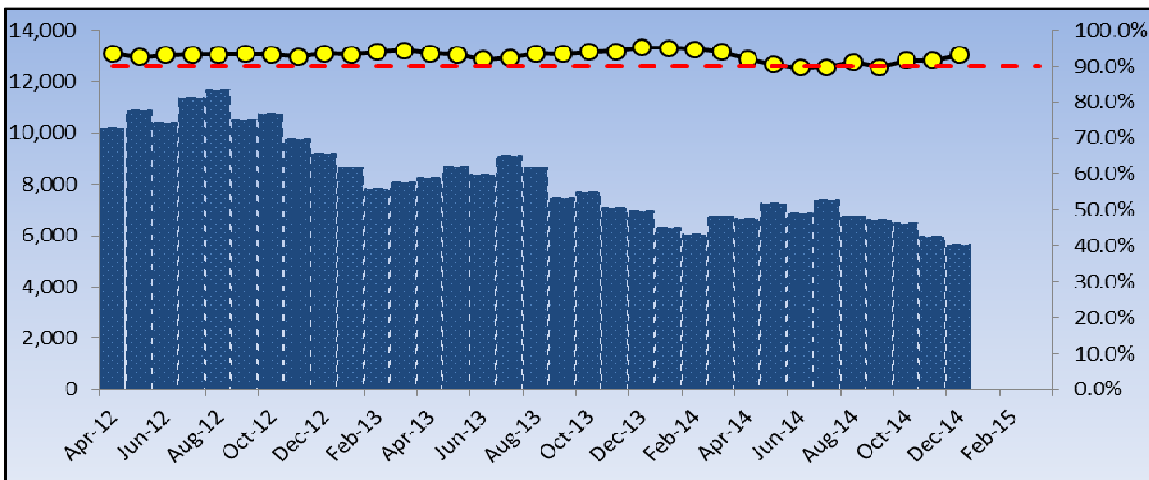
Domestic incidents have reduced due to a process change as of October where the log automatically goes into the PVP system; DRU still QA this but with no tag on the incident log.

PASS (Public Assistance & Service Standards)

Grade 1 – Emergency incidents



Grade 2 – Priority Incidents



Conclusion

Since October Contact Management has seen an increase in Performance on both 999 and non-emergency calls. Staffing numbers have increased with on-going recruitment and coupled with the assistance from additional staff working where required.

The technical issues are still on-going but spontaneous system problems seemed to have decreased, however until the system is more stable these conference calls will continue.

Once full staffing has been achieved and the technical issues are overcome, then the benefits of a single Force Control Room will begin to emerge, providing the residents of Lancashire with the high level of service they have come to expect. This, coupled with the future developments around digital engagement, will ensure that demand is not only managed effectively, but is managed in a way that is consistent with the expectations of a modern, 21st century community.