

STRATEGIC SCRUTINY MEETING

**TUESDAY 19 SEPTEMBER 2017 AT 2:30PM IN THE OPCC MEETING ROOM,
COUNTY HALL, PRESTON**

NOTE

PRESENT

Clive Grunshaw - Police & Crime Commissioner
Andy Rhodes - Chief Constable, Lancashire Constabulary

IN ATTENDANCE

Angela Harrison – Director, Office of the Police and Crime Commissioner
Pete Lawson – Chief Superintendent, Lancashire Constabulary
Ian Dawson - Superintendent, Lancashire Constabulary
Ian Dickinson – Policing & Governance Lead, Office of the Police & Crime Commissioner

CONTACT MANAGEMENT

At the request of the Police and Crime Commissioner the Chief Constable presented an action plan setting out how the proposed changes/actions in the Constabulary's Control Room would improve the service to the public.

By way of background the Chief Constable informed the Commissioner that during 2017 police forces throughout England and Wales had reported significant, and in some cases unprecedented, demand on their call centres. Many forces were reporting an increase in '999' calls and this was clearly the case in Lancashire where for example on a number of days in June and July the force received well over 1000 emergency calls per day – levels exceeding even that experienced on New Year's Eve.

Additionally, it was noted that the Constabulary had recently visited Durham Constabulary to look at their operating model.

The Chief Constable informed the Commissioner that 18 months ago 12 staff from the Constabulary's Futures Team and Contact Management together with a significant investment from a Systems consultancy commenced a very detailed review and analysis of demand in the Force Control Room. This review piloted a new way of working for the south division which was configured differently.

The Chief Constable informed the Commissioner that the performance of the pilot have been very encouraging and it was now proposed to extend the new way of working to the whole force area.

This was a large and complex project that would require significant and complex IT and room layout changes but the Constabulary was committed to driving forwards with this change to realise the obvious benefits to the public. BTLS would undertake

the project manager role and would include the Demand Analysis Team. Further, it was noted that the number of budgeted posts within the Force Control Room would increase from the current 311 to around 340/350 allowing for an underlying abstraction of 15%.

In response the Commissioner, the Chief Constable agreed to provide further evidence to support the new working model which compared the performance against the remainder of the room and present a business case to the Commissioner in December 2017.

The Director sought an understanding on the functionality of the telephone system and was advised that it may be possible to introduce a menu system where by the caller may press 1 to speak to a known officer, 2 to speak to a department etc.

In addition, the Chief Constable supported the Commissioners offer to the Police and Crime Panel to establish a Task and Finish Group to oversee the implementation of the new working model.

The Chief Constable also advised the Commissioner that it was proposed to introduce weekly governance meetings and extended an invitation to the OPCC to attend.

Accordingly, the Commissioner welcomed the Constabulary's Control Room Action Plan