



Matthew Barber
Police & Crime Commissioner

Report to the Thames Valley Police & Crime Panel

Monitoring of Contact Management Performance

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Strategic Context and Accountability

Improving 101 and other contact services is one of the success measures in my Police & Criminal Justice Plan, and forms part of the performance monitoring regime being put in place to hold the Chief Constable accountable for delivery of the Plan. 101 performance is also measured as part of the Force's Strategic Plan.

Factors affecting 101 call waiting times

A number of factors have affected call-handling performance over the last 12 months. Although demand on 101 has reduced by 12%, there has been a 70% increase in online contact. An increase in Crime Data Integrity (CDI) performance has resulted in longer handling times for crime calls. This increase in demand has come at the same time as a period of high abstractions/secondments to other important activity. The attrition rate has increased significantly with a high proportion taking advantage of the police officer and PSI recruitment in addition to external pre-pandemic employment returns. Increase complexity (including the completion of risk assessments and CDI compliance) and increasing complexity has increased average handling times, which in turn reduces capacity to answer calls for service.

The 2022/23 budget setting process will consider proposals to increase staff capacity within Contact Management as well as looking at the mix of staff and police officers.

Comparisons with previous years

Overall calls for service and online demand is very different to last year when most people were still working at home and restrictions on our liberty were still in place. Whilst overall call demand is still slightly down on the last two years, online and 999 demand has increased and the types of incidents reported are resulting in more deployments. Furthermore, whilst overall incident volumes are still slightly down on the last 2 years, the number of deployments has increased suggesting we are attending more jobs and the impact of this on Contact Management will be an increased workload.

Increasing complexity, process changes and Crime Data Integrity compliance has increased our handling times and has affected the volume of calls answered. On average a 999 call is taking over 11 minutes to deal with compared to around 9 minutes, 2 years ago and a 101 call on average 14 minutes compared to 12 (for the same period).

A service delivery plan has been developed to improve our performance focus at an individual, team and room level this includes internal performance metrics (sickness, E-learning etc.) in addition to the strategic performance measures on call handling performance.

A new CM performance structure will commence in January 2022 to enable more grip and focus at the tactical level to drive performance improvements and ensure that strategic intent translates into tactical delivery.

Future innovation

Telephone contact with the police will always be core to addressing public demand for both emergency response and crime reporting, however we must continue to develop new channels that can both improve public access to services as well as improving performance of 101/999 services by

diverting unnecessary demand away from telephone services. Improvements to Single Online Home (SOH) are key to this in the short term. Longer term ambitions to allow the public to track crime reports and to interact directly with Contact Management Centres via messaging apps.

Performance information

