

Report to the Thames Valley Police & Crime Panel

Monitoring of Contact Management Performance

19th November 2021

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



101 Call Handling Times & Demand



The current YTD time taken to answer 101 calls is at 2 minute 18 seconds.

This is comparable with last year at 2 minutes 15 seconds The proportion of callers waiting over 10 minutes is 7%, the biggest increases in wait times seen in September and October.

Month	101 Calls Answered	Avg time to answer 101 (secs)	Total 101 calls over 10 mins	% of calls over 10 mins	*CDI overall compliance (CM Audit Team results)
April	41,197	25	111	0.30%	-
May	41,862	41	197	0.50%	68.8%
June	40,362	124	2,149	5.30%	72.8%
July	40,587	121	2,140	5.3%	80.5%
August	35,598	162	2,922	8.2%	73.3%
September	33,633	261	5,509	16.4%	77.4%
October to date	29,308	285	5,413	18.6%	72.8%
YTD	262,544	136	13,028	7.0%	75.5%

Context

12% reduction in 101 calls answered YTD (20% reduction on 2019/20 level)

38% reduction in online forms YTD compared to last year however a 70% increase on 2019/20 levels

*Total of 2205 audited calls since inception of audit team on overall CDI compliance; highest failure rate is on additional crimes not being captured and crime classification accuracy



999 Call Handling Times & Demand



The % of calls answered in 10 seconds is 86.8% this year compared with 82.7% last year

Month	999 Calls Answered	Avg time to answer 999 (secs)	% of calls answered in 90 seconds	*CDI overall compliance (CM Audit Team results)
April	23,919	3	95.6%	
May	26,873	4	92.5%	68.8%
June	27,830	7	85.1%	72.8%
July	30,119	8	84.4%	80.5%
August	28,875	7	86.5%	73.3%
September	28,662	9	82.1%	77.4%
October to date	25,760	8	82.9%	72.8%
YTD	192,044	7	86.8%	75.5%



Context

15% increase in 999s YTD (5% reduction on 2019/20 level)

Month on month increase in September and October 2021 in 999 demand compared to last year of 21% and 2% increase on 2019

*Total of 2205 audited calls since inception of audit team on overall CDI compliance; highest failure rate is on additional crimes not being captured and crime classification accuracy