



ORIGINATOR: CHIEF CONSTABLE

PAPER NO: AP21/24

SUBMITTED TO: ACCOUNTABILITY AND PERFORMANCE PANEL -  
21 MAY 2021

SUBJECT: CONTACT AND CONTROL ROOM (CCR) AND PUBLIC ACCESS

**SUMMARY:**

1. This report provides an update on the Contact and Control Room (CCR) and website projects.
2. This report details the project work which is ongoing to ensure a more effective and efficient CCR including Public Access and Websites projects updates.

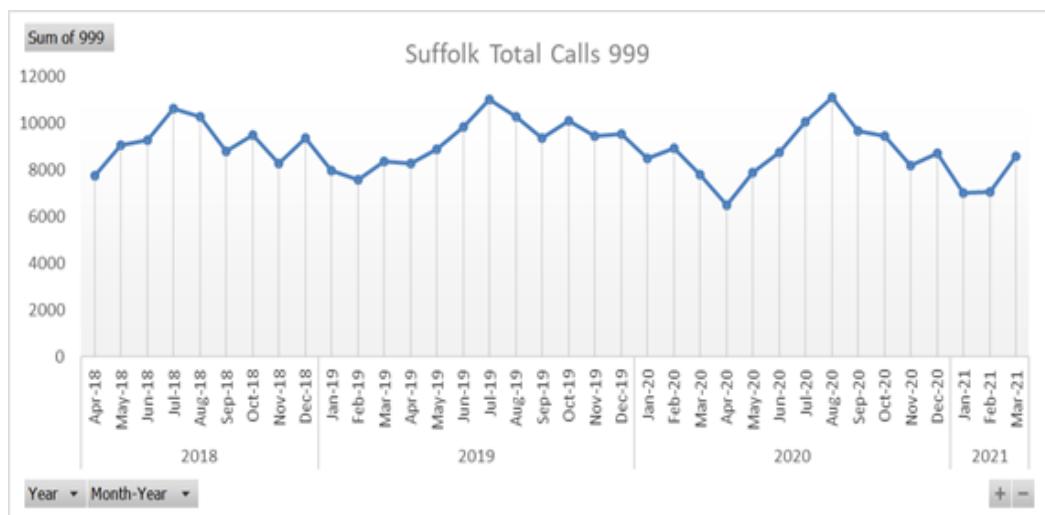
**RECOMMENDATION:**

1. The Accountability and Performance Panel is asked to note the content of this report.

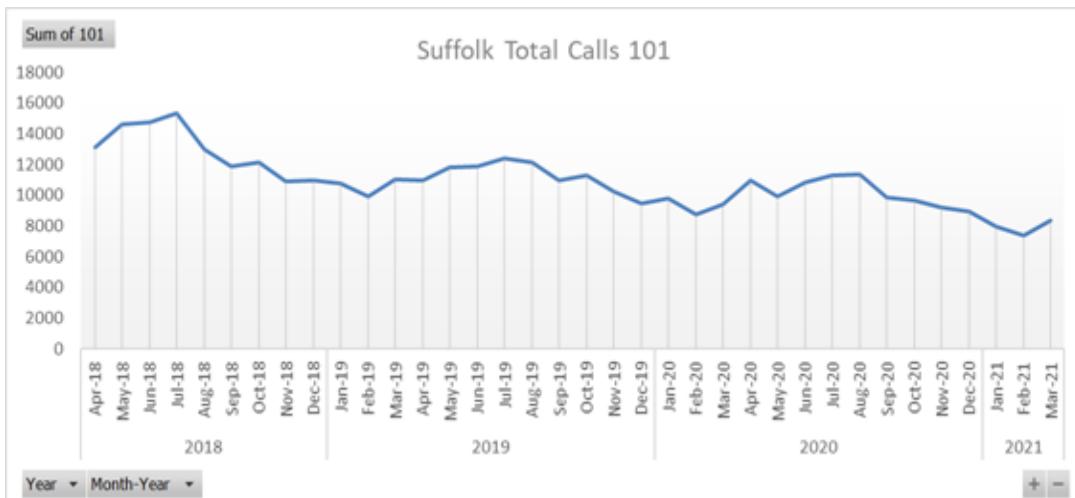
## SECTION ONE: SUFFOLK CONTACT AND CONTROL ROOM (CCR) UPDATE

### 1. OVERVIEW

1.1 Emergency call handling volumes continue to be reduced by 7% or 8800 calls since the ongoing public COVID-19 lockdown from October 2020 to March 2021 in comparison to the same period last year. The CCR successfully achieved the year end performance target of answering 90% of 999 calls within 10 seconds, finishing at 92.1% with an average call answering time of 5.5 seconds.



1.2 Non-emergency call handling continued to see a decline overall in volume during October 2020 through to mid-March 2021 as government COVID-19 plans came into force and a third lockdown was introduced. Higher volumes have started to be experienced towards the end of March with the expectation this will continue as lockdown milestones are reached. Online reporting and live web chat continued to be highlighted as a range of options to contact the Suffolk Constabulary and to reduce inbound telephony calls and wait times. The priority queuing system for higher risk 101 calls, such as Mental Health and Domestic Abuse, ensures the CCR efficiently answers public safety and vulnerability calls ahead of general enquiries and reduces wait times for these call types with an average of approximately no more than 7 minutes in length.



1.3 The use of Mitel continues to be developed through a refreshed “User guide” allowing for Supervisors to best allocate staff between 999/101 call handling, with a view of dynamically managing those 101 calls that have higher risk priorities and proactively reducing wait times.

1.4 Working Group updates:

Improvement and Efficiency Working Group

1.5 Operational and technical development continues to efficiently deal with future business continuity scenarios such as COVID-19, enabling the CCR to test the ability for certain roles to be able to remotely handle calls at various locations and is support social distancing at the same time.

1.6 Major Incident exercises are planned with teams throughout April, May and June to test contingency plans and practice managing critical incidents such as marauding terrorists scenarios.

1.7 A Hate crime priority queue has been introduced within the 101 telephony in support of this crime type, to assist with earlier identification of this vulnerability and data recording.

Wellbeing Working Group

1.8 Two metre social distancing continues to be in place in support of COVID-19 government guidelines providing additional CCR desks within classrooms and meeting rooms at Police Headquarters. The wearing of medical grade masks continues for all movement within police locations with the exception of sitting at desks. Support teams continue to home work either and operational teams are kept apart at shift change overs. This will remain in place for the next six months to maintain force health and safety guidelines across critical operational teams.

1.9 Staff that are shielding under government advice are regularly contacted and kept up to date with any news and working updates.

1.10 Top tips for staff support working through COVID have been supplied to Managers.

1.11 A working from home checklist has been introduced as a reminder for how to prepare for home working.

1.12 Wellbeing masterclasses are actively publicised such as better sleeping, peer support groups for maternity, menopause and cancer sufferers as examples.

1.13 Wellbeing Champions are supporting teams and highlighting masterclasses and updates as described.

**2. RESOURCING**

2.1 Five new members of staff have joined during January and March. A further five vacancies are expected to be filled following retirements and career progression which will be subject to vetting clearance, and are expected to begin Induction Training during October 2021.

### **3. TECHNOLOGY**

#### Storm Command and Control System COVID-19 Coding Additions

3.1 Six specific COVID-19 opening codes have been added to the Command and Control System (Storm) in both Suffolk and Norfolk Constabularies. These have been added so that the CCR can appropriately manage all COVID-19 contact and respond appropriately within current, dynamic Government guidelines.

#### Athena Public Engagement (PE)

3.2 The CCR continues to engage with the ICT Digital Team about how Athena Public Engagement (PE) will integrate into the CCR and customer contact. There is huge potential within the system and options are currently being considered to ensure the process is the best possible for the victims of crime. This system will allow victims of crime to submit their online crime report, receive a unique identifier code to be used to track and trace their report online and provide and receive updates via a secure portal.

## **SECTION TWO: WEBSITE UPDATE**

### **1. WEBSITE PROJECT UPDATE**

1.1 The website continues to be updated in line with what the business requires - ongoing communication is continuing with relevant stakeholders.

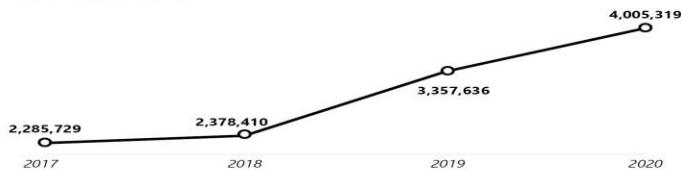
1.2 The website is in the progress of having a platform upgrade due to the existing platform no longer having support this will be completed by November 2021. As part of the upgrade the current content and accessibility standards will be reviewed.

1.3 The 2020 overview data of the website is shown below.

# WEBSITE: SUFFOLK 2020 REVIEW



## INCREASING VISITORS



# 4,005,319

unique suffolk.police.uk visitors.

This represents a **19.2%** increase over 2019 and equates to **10,943** average unique visitors per day.

The busiest day of the year was 7 September 2020 with **57,381** unique visitors. The big story on this day was a shooting in Kesgrave.

## TOP TEN PAGES VISITED

homepage: 191,436  
news/latest-news: 136,376  
join-us/current-vacancies: 125,663  
traffic-data: 70,261  
report-something: 68,898  
contact-us: 59,835  
news: 58,211  
covid-19 breach report: 49,233  
cookie-disclaimer: 49,117  
join-us: 47,921

**51%**  
TRAFFIC IS  
DRIVEN BY  
SOCIAL MEDIA

Facebook: 1,958,420 (92.1%)  
Twitter: 162,044 (7.6%)  
LinkedIn: 1,647  
Reddit: 831  
YouTube: 579

**How did they access?**  
Most visitors accessed the website via a mobile phone.  
Tablet access saw a decline over 2019.

**72.7%**  
(69.6% in 2019)

**7.8%**  
(8.0% in 2019)

**19.5%**  
(22.4% in 2019)

## 2. CHANNEL SHIFT

2.1 The website continues to see an increase in online crime reporting. The table below also shows the year on year comparison and percentage increase from 2018-2021

Month	2018 crimes submitted	2019 crimes submitted	2020 crimes submitted	2021 crimes submitted	% increase 20-21
January	700	866	1,240	<b>1,312</b>	<b>5.8%</b>
February	694	795	1,433	<b>1,512</b>	<b>5.5%</b>
March	852	969	1,264	<b>1,967</b>	<b>55.6%</b>
April	970	1,001	2,523		
May	853	1,203	1,869		
June	967	1,077	1,745		
July	1,243	1,332	2,066		
August	1,063	1,134	1,908		
September	868	1,092	1,902		
October	1,009	1,220	<b>1,988</b>		
November	992	1,217	<b>2,122</b>		
December	769	1,164	<b>1,572</b>		
	10,980	13,070	<b>21,632</b>		

2.2 Below is a breakdown on the individual breakdown of the crimes reported each month for 2021.

# Crimes submitted 2021

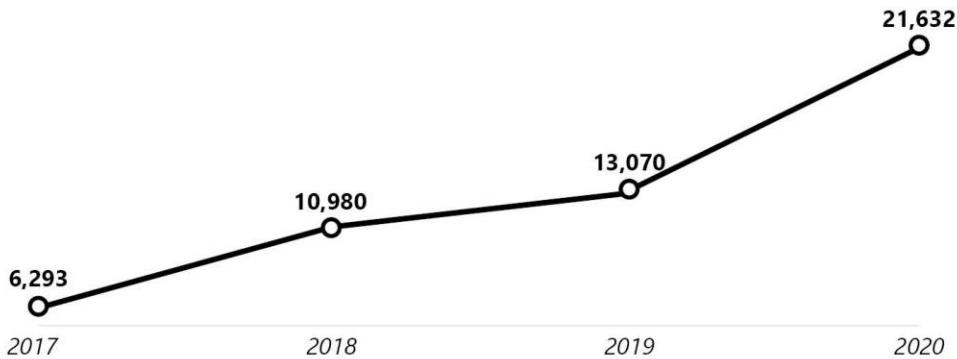
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	TOTAL
Crimes submitted	553	597	761										1,911
ASB	333	405	584										1,322
Dashboard Camera	22	34	55										111
Road Collisions	95	116	117										328
1. Retail theft	90	90	105										285
2. Theft	99	125	192										416
3. Criminal damage	84	101	99										284
4. Fraud													
5. Hate crime / incident	36	44	54										134
COVID-19 (live: 9 April)													
<b>Total</b>	<b>1,312</b>	<b>1,512</b>	<b>1,967</b>	<b>0</b>	<b>4,791</b>								

2.3 Below provides more detail around the figures and an overview in comparison to the previous year.

# WEBSITE: SUFFOLK 2020 REVIEW



## CHANNEL SHIFTING



# 21,632

crimes reported online  
(a **65.5%** increase over 2019)

**7,321**  
**Generic crimes**  
55.9% increase over  
2019

**5,430**  
**ASB**  
151.1% increase over  
2019

**2,109**  
**Theft**  
29.7% increase over  
2019

**1,987**  
**COVID breaches**  
This was a new form  
that was live 9 Apr -  
23 Nov.

**1,573**  
**Road collisions**  
13.1% decrease over  
2019

**1,297**  
**Criminal damage**  
34.1% increase over  
2019

**788**  
**Retail/Business theft**  
7.8% decrease over  
2019

**596**  
**Hate crime**  
144.2% increase over  
2019

**531**  
**Dashboard Camera**  
25.4% decrease over  
2019

[Live Chat Trial](#)

- 2.4 To support the Covid-19 response, Gold Command approved bringing forward the trial of live chat in the Suffolk CCR which was further supplemented to include trialling both a chatbot and live chat service.
- 2.5 Since the 22 February 2021, the Constabulary has offered a full Live Chat service on its website. The service is offered between the hours of 0900 – 1700hrs Monday to Friday and has already been used by over 1000 members of the public. Currently, a member of the public can expect to wait only 12 seconds to be answered by our dedicated Live Chat team who are able to assist with all non-urgent enquiries. As of 13 April 2020, there have been 297 replies to A Live Chat survey with 276 (93%) users rating the service either Very Good or Good, and 285 (96%) users saying they would use the service again or recommend it to a friend.

### **3. FINANCIAL IMPLICATIONS**

- 3.1 There are no additional financial implications that are not already managed through existing governance structures.

### **4. OTHER IMPLICATIONS AND RISKS**

- 4.1 No new risks have been identified. Risks relating to specific projects continued to be recorded in the project specific risk register.