

ORIGINATOR: CHIEF CONSTABLE

PAPER NO:

AP19/15

**SUBMITTED TO: ACCOUNTABILITY AND PERFORMANCE PANEL -
24 MAY 2019**

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 (Police and Crime Plan Objective 2, action points 19 & 20).
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:

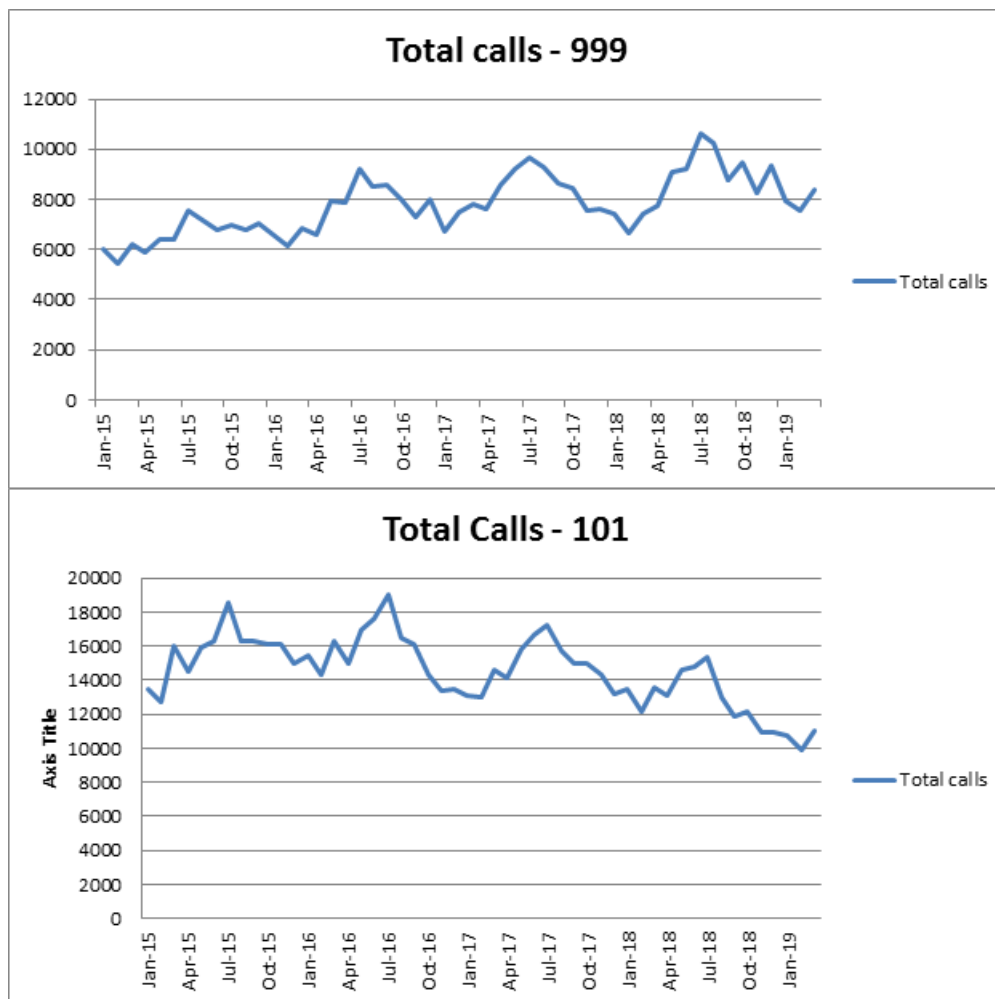
1. The Accountability and Performance Panel is asked to note the content of this report.

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

1. OVERVIEW

- 1.1 The Constabulary continues to experience heightened demand for emergency calls, with the end of year figures sitting at 9% higher than last year (an additional 9,905 calls) and an increase of 17% (an increase of 18448 calls) against the 4 year average. The 999 end of year performance was 90.7% against a target of 90%.

Research on the conversion of those emergency calls to emergency incidents, suggests that this is a rise in genuine emergency calls. However, overall call volume has reduced, with fewer people calling 101. This is a repeat of the position described in the last report.



- 1.2 Following the implementation of the new telephony system (IP Telephony) in May 2018, the Constabulary continues to develop this system to effectively manage the demand coming into the organisation and the interflows to ensure that calls containing threat, risk and harm continue to be answered first and that callers are provided with accurate information that supports appropriate channel shift.
- 1.3 Further developments in the new financial year will focus on 101 call handling and the ability to provide accurate and consistent performance data. This will also support work to understand wait times in specific categories, further managing and mitigating risk.

- 1.4 Work is still continuing with the supplier in respect of “Teleopti”. Teleopti is a workforce management system linked to IP Telephony that will allow us to identify and resource future demand based on previous and current demand data. This will ensure that the CCR has resources able to more effectively and efficiently manage demand.
- 1.5 Two working groups have been set up within the CCR to progress key areas of work.

Improvement and Efficiency Working Group – focussing on reducing demand in the CCR providing a more dynamic response to demand. Current examples of work underway are 1) reducing calls into the CCR as a result of media appeals ensuring that information is provided to the right person or department; 2) responding to “out of force” enquires on behalf of other police forces.

Wellbeing Working Group – focussing on the health and wellbeing of staff.

2. RESOURCING

- 2.1 Six new members of staff began training in March and are now deployed into the CCR under the care of the Tutors. This is under a new process whereby the Tutors have supported the classroom based training in addition to the normal live time training.
- 2.2 A new process for selecting Acting Supervisors has taken place and the successful candidates have now begun their development programme. This assists in longer term development for application for Supervisors posts when advertised and ensures a fair, consistent, and robust development package.

3. TECHNOLOGY

SmartSTORM

- 3.1 SmartSTORM continues to be tested in preparation for delivery. Suffolk will lead on some of the development work, on behalf of both Counties. It is now likely that training will commence after the summer period to reduce issues with a summer implementation at the same time as a peak in demand.

What Three Words (W3W)

- 3.2 The Constabulary continues to work in partnership with an application developer and the National Police Technology Council to explore the use of this innovative addressing system. There has been some significant national media interest in the application however there has been a delay on delivery due to Data Protection issues, which now appear to have been resolved. W3W has also been integrated in to our Command and Control System and work continues to overcome some software issues in order to optimise its use.

Sat Nav/Storm Integration

- 3.3 Purchase, configuration and testing is now complete. Work is underway to install Storm Enabled Satellite Navigation devices in all operational vehicles. As each vehicle is equipped it will be able to make use of the additional functionality immediately. There has been internal communication to inform frontline staff.

Computer Aided Dispatch (CAD) Transfer

- 3.4 Under the Improvement and Efficiency Working Group a new process is being explored whereby CADs can be transferred directly to Police Forces who do not use STORM. Currently CADs are emailed to the receiving force however this will allow transfer directly between different Command and Control systems.

4. OPERATIONAL UPDATE

- 4.1 All CCR teams have taken part in a counter terrorism based exercise. In addition to raising knowledge and preparedness the feedback and learning will be used to continue to develop the CCR's contingency plans.
- 4.2 "Lay Listeners" continues to be developed with a review likely to take place over the next few months around its long term viability. Whilst the process has allowed for an extra level of scrutiny, it has placed extra demand on CCR. Once reviewed, there is likely to be an option to increase numbers on the scheme.
- 4.3 Further training days have been scheduled in to refresh THRIVE (Threat, Harm, Risk, Investigation, Vulnerability, Engagement) processes for all staff. This will incorporate best practice in relation to THRIVE and include a refresh and case studies of the Welfare Check Policy (introduced in 2018) and development of STAR (Signpost, Tell, Audit, Resolve). Whilst THRIVE will continue to assess demand into the CCR, STAR is a process to ensure that any call/incident is resolved before closure.

SECTION TWO: WEBSITE UPDATE

1. WEBSITE PROJECT UPDATE

- 1.1 The Website Project has now been completed and the project team dissolved. The new website is in full operation for business as usual by the Joint Corporate Communications Team. The website is continually being developed to meet business and public needs. The most recent update was development of the online crime reporting system (October 2018) adding specified forms for the following: retail theft, theft, criminal damage, Hate Crime and Anti-Social Behaviour (ASB). In 2018 the Constabulary saw a 74% increase in online crime submissions over 2017.

2. CHANNEL SHIFT

- 2.1 The website has had an increase of online crime reporting since the launch of the new telephony system in May 2018 and the specified forms in October 2018.

Crimes submitted

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Crimes submitted	453	394	468	495	457	570	651	584	619	511	321	286
ASB	58	57	68	65	64	129	142	128	111	114	99	74
Dashboard Camera	95	142	213	329	230	169	330	118	99	149	64	50
Road Collisions	94	101	103	81	102	99	120	233	39	62	182	147
1. Retail theft										22	78	31
2. Theft										85	145	95
3. Criminal damage										57	82	78
4. Fraud												
5. Hate crime / incident										9	21	8
Total	700	694	852	970	853	967	1,243	1,063	868	1,009	992	769

2.2 Interactions on social media have increased with the demand becoming greater. The national social media survey which the Constabulary supported has given the Constabulary an understanding how the public want to interact with police on social media.

2.3 These findings will form part of the wider digital public contact work that will be undertaken by the Digital Portfolio Board which will look at how the public wish to contact and engage. This piece of work will also look at how the national system Single Online Home forms part of this work stream.

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. Ongoing risks related to the increase in call volume remain.

ORIGINATOR CHECKLIST (MUST BE COMPLETED)	PLEASE STATE 'YES' OR 'NO'
Has legal advice been sought on this submission?	NO
Has the PCC's Chief Finance Officer been consulted?	NO
Have equality, diversity and human rights implications been considered including equality analysis, as appropriate?	YES
Have human resource implications been considered?	YES
Is the recommendation consistent with the objectives in the Police and Crime Plan?	YES
Has consultation been undertaken with people or agencies likely to be affected by the recommendation?	N/A
Has communications advice been sought on areas of likely media interest and how they might be managed?	NO
Have all relevant ethical factors been taken into consideration in developing this submission?	YES