

**ORIGINATOR: CHIEF CONSTABLE**

**PAPER NO:**

**AP19/37**

**SUBMITTED TO: ACCOUNTABILITY AND PERFORMANCE PANEL -  
22 NOVEMBER 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.

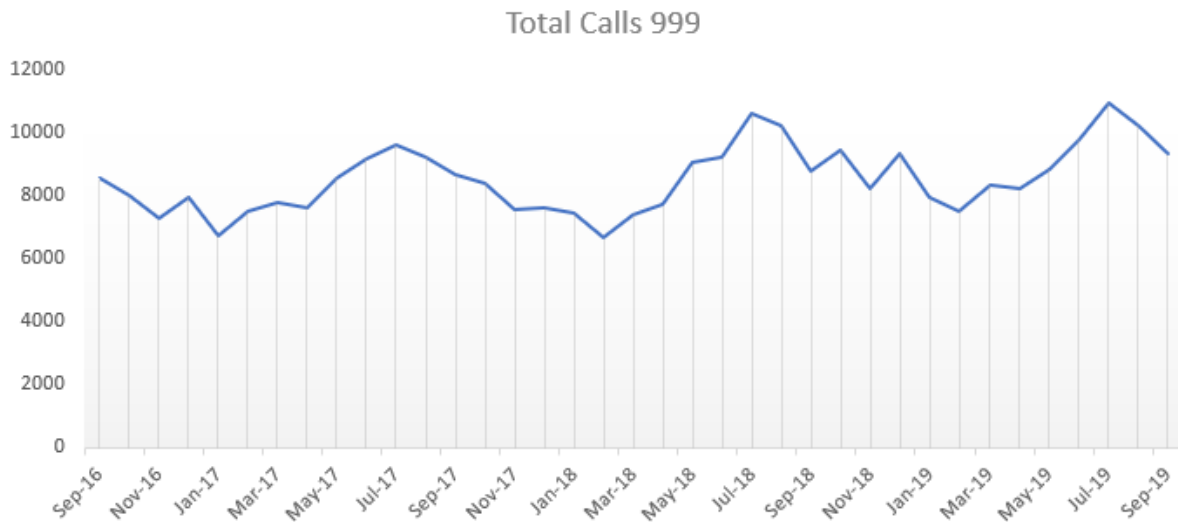
**RECOMMENDATION:**

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

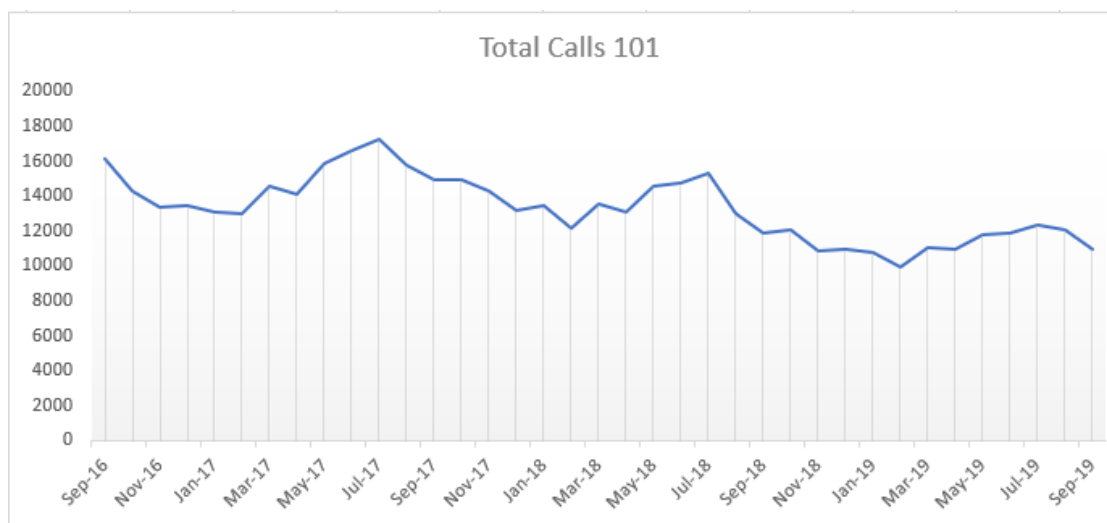
## SECTION ONE: SUFFOLK CONTACT AND CONTROL ROOM (CCR) UPDATE

### 1. OVERVIEW

- 1.1 Emergency Call Handling volumes continue to increase and are 3.4% higher than last year and 7% change from the 3 year average. Despite this, performance in answering within 10 seconds sits at 92.8% which is significantly higher than the same time last year. The average time to answer currently sits at just over 4 seconds year to date.
- 1.2 Research now shows that a small number of the increase in 999 volumes are as a result of persons not wishing to wait on 101, some without any attempt to call on the non-emergency line.



- 1.3 Non-emergency call handling continues to see a decline in volumes of calls and is now at its lowest level for 3 years. Some of this can be attributed to Channel Shift as more people choose to report online and this is consistent with “abandonments” at various points through telephony.



- 1.4 In September 2019, a new question was added to the online reporting form to capture whether users called 101 before ending the call, and making use of the online reporting form. Since this date 57% of those reporting online had dialled 101 first.
- 1.5 The use of Mitel continues to be developed through a “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 increasing wait times.
- 1.6 Following licensing issues with Teleopti it has now been agreed that Suffolk will implement the system for the first 12 months to assess the future benefits of the program. A date for delivery is still to be agreed but now likely to be in 2020.
- 1.7 Working Group updates:

Improvement and Efficiency Working Group –

1. Out of Force Enquiries – The new Out of Force Enquiries process was implemented in July and has immediately seen a reduction in request by other forces. An evaluation has just been completed and data being verified but initial findings has seen a reduction in OOF requests beyond the numbers expected. This equates to a potential reduction of 1508 CAD’s per year and roughly 4524 hours saved per year.

2. Media releases – Changes to media releases were implemented in September and this has seen a more efficient means in which the public can make contact with “Officers on the Case” without the need to go through the CCR.

Wellbeing Working Group –

1. One Life Suffolk NHS Health checks arranged for CCR staff offering weight loss, blood pressure and cholesterol checks for staff over 40 years of age. These sessions have been provided free of charge as part of healthy living advice and wellbeing.

2. Supervisor training has been provided for Making Every Contact Count, which provides understanding to Supervisors for early intervention wellbeing advice.

3. Couch to 5km fitness programme underway for staff to take part with their teams.

**2. RESOURCING**

- 2.1 Five new members of staff began training during October and will be deployed into the CCR under the care of the Tutors with effect from 11 November 2019.
- 2.2 A successful external advertising campaign has now concluded to fill 10 CCR vacancies for a January 2020 start date and will see 54 applicants invited to several Assessment Centres following shortlisting. The CCR plans to maintain a short list for future recruitment campaigns in support of ongoing CCR resourcing resilience.
- 2.3 The CCR is working together with the Police Student Officer Recruitment team to offer the opportunity for unsuccessful Police Student Officer Candidates to consider working in the CCR in order to gain sufficient experience for future intakes. This offers candidates a chance to gain significant hands on policing insight and retaining applicants displaying potential.

### **3. TECHNOLOGY**

#### SmartSTORM

- 3.1 An agreed joint Norfolk/Suffolk SmartStorm delivery plan has been signed off and the first module "SmartStorm Diaries" was delivered on 29 October 2019. This will see a more efficient method of booking appointments and will be trialled initially for Op Samson appointments (missed emergency response) prior to being used for the Incident and Crime Management (ICMH) project.
- 3.2 There have been some delays in other parts of delivery due to structural changes within the parent company Steria Sopra. However, this has now been resolved and new timelines have been agreed following the recent National STORM user group.
- 3.3 The main development will be to ensure that SmartStorm updates mirror that of the current system StormMA prior to implementation, and this is being managed through the SmartStorm project within ICT and supported by the CCR Support Teams in both Norfolk and Suffolk.

#### What Three Words

- 3.4 What3Words has now been delivered and been subject of some recent media interest All Officer devices have been given access to the App on their mobile devices and is being used to good effect within the CCR.
- 3.5 Examples of use include a firearms incident where What3Words was used to establish the location of an offender who had given a false address, and an incident where a member of the public had come across a safe in a rural location, believed to have been from a Burglary, and What3Words was used to identify the exact location where the safe had been deposited.
- 3.6 It is also being used to guide staff to a given location where a reference point is not easily identifiable.

#### Sat Nav/Storm Integration

- 3.7 Vehicles are continuing to have Sat Navs installed as equipment is available. Target date of completion is still December 2019. Configuration is now complete and as vehicles come online with the new equipment any new incident will download straight to their SatNav.

#### CAD Transfer

- 3.8 This was originally being looked at following some discussions with the British Transport Police and the inability to transfer Command and Control logs. Working with Norfolk, the Constabulary is looking to deliver a Multi-Agency Incident Transfer system (MAIT). This was shared at a recent Reginal CCR Meeting and also being looked at nationally in conjunction with the HMICFRS. Timescales are yet to be agreed.

#### AIRBOX/MOSAIC

- 3.9 MOSAIC is a system produced by Airbox Systems used by the Counter Terrorism network for use at high risk incidents. It is a multi-platform software which allows access to many online APPs including mapping, decision making software and allows for mobile operational support through an application for tablets, smart phones and wearable technology. Purchased as part of the 7 Force collaboration, the Suffolk

based equipment is now being used by CCR Inspectors who are familiarising themselves with technology and Cadre Firearms Commanders have been provided with the online training. The primary function in the first phase will be the use for Firearms incidents.

#### **4. OPERATIONAL UPDATE**

- 4.1 The THRIVE refresh training has now been delivered across the CCR. This should see an improvement in decision making in line with current policies and processes.
- 4.2 A new work request has been submitted to ICT with a view of identifying a dedicated fallback location within Suffolk (likely to be Landmark House) and the costs associated with delivering this. This would provide an ability to provide a long term solution in the event of site loss at PHQ. The current location is based at PHQ and would not be practical in the event of a full loss of PHQ. With the delivery of Mitel, it is believed that this will now provide a low-cost solution and that could also be used for other applications.
- 4.3 The CCR has now taken all “online reporting” from the ICMH. This will ensure that all emails are assessed against THRIVE and the appropriate emails being forwarded to the ICMH. Any email requiring action will be retained by the CCR and managed as with call demand.

### **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.

#### **2. CHANNEL SHIFT**

- 2.1 The website continues to see an increase in online crime reporting. Comparing January to September 2018 to the same period in 2019 there is a 15.3% increase.

<b>Month</b>	<b>2018 crimes submitted</b>	<b>2019 crimes submitted</b>	<b>% increase</b>
January	700	866	23.7
February	694	795	14.5
March	852	969	17.7
April	970	1001	3.2
May	853	1203	41.0
June	967	1077	11.4
July	1243	1332	7.2
August	1063	1134	6.7
September	868	1092	25.8
October	1009	-	-
November	992	-	-

December	769	-	-
	8210	9469	15.3

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

## Crimes submitted

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Crimes submitted	328	249	302	383	458	385	465	364	413			
ASB	97	131	139	154	164	177	340	216	203			
Dashboard Camera	53	62	88	70	98	50	54	66	54			
Road Collisions	135	117	149	118	165	138	134	158	137			
1. Retail theft	53	64	63	67	71	70	78	79	63			
2. Theft	119	93	119	129	124	159	144	133	133			
3. Criminal damage	63	65	81	61	94	81	88	92	77			
4. Fraud												
5. Hate crime / incident	18	14	28	19	29	17	29	26	12			
<b>Total</b>	<b>866</b>	<b>795</b>	<b>969</b>	<b>1,001</b>	<b>1,203</b>	<b>1,077</b>	<b>1,332</b>	<b>1,134</b>	<b>1,092</b>	<b>0</b>	<b>0</b>	<b>0</b>

2.3 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 - this work continues to be looked at as part of the Digital Portfolio Board. One key outcome of the survey is an increased desire by the public to interact and engage with the 'constabulary' on key issues that are affecting them personally, i.e. a road closure caused by an accident. The Constabulary is reviewing how the use of increased social media commentary on public affecting issues could see a reduction in demand either notifying the Constabulary of issues, or requesting updates.

2.3 As part of the Digital Portfolio Board a piece of work has been commissioned to review how the Constabulary connects with the public digitally. A working aim has been established to improve how the Constabulary interacts, engages and transacts through digital channels in ways that benefit both the public and the Constabulary. Data shows a growing appetite for the public to engage with the Constabulary digitally, seeing a 13.2% increase in crimes reported through the Suffolk website (January to September).

2.4 The review will be a holistic and evidence-based, taking both local improvement opportunities and national solutions into account. The CCR is a key contact route for the public into the Constabulary, and three key areas are being considered for where improvements can be made: people; process and technology. National products and services are being considered including a shared website management platform and a new operating model for how social media is managed and improved across the organisation, by imbedding a 'digital desk' within the CCR. The key outcomes of this

work are ultimately to raise public confidence and satisfaction. For example, to improve and drive self-service by the public, enabling the public to transact with the Constabulary when it is convenient for them, offering a Constabulary benefit in return for being able to smooth demand. Key outcomes for the organisation are to increase capacity, to connect with and be accessible to harder to reach communities, in particular children, young people and the vulnerable.

### **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.

<b>ORIGINATOR CHECKLIST (MUST BE COMPLETED)</b>	<b>PLEASE STATE 'YES' OR 'NO'</b>
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