

ORIGINATOR: CHIEF CONSTABLE

PAPER NO: AP20/53

**SUBMITTED TO: ACCOUNTABILITY AND PERFORMANCE PANEL -
20 NOVEMBER 2020**

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.

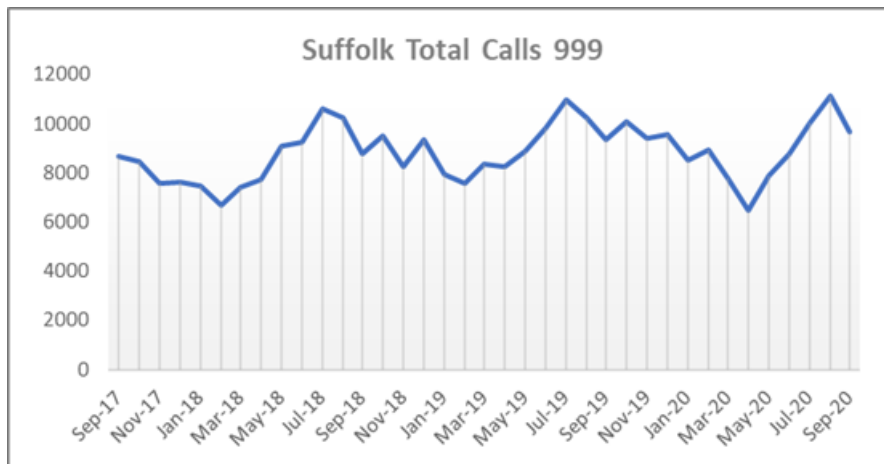
RECOMMENDATION:

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

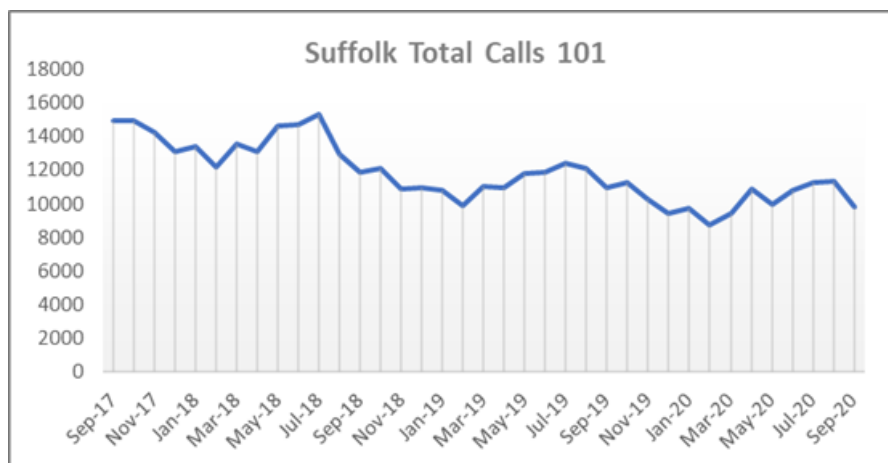
SECTION ONE: SUFFOLK CONTACT AND CONTROL ROOM (CCR) UPDATE

1. OVERVIEW

- 1.1 Emergency call handling volumes continue to increase since the ongoing public COVID-19 lockdown from 23 March 2020, and the subsequently unlock plans allowed more public movement and meeting together. 999 calls are 6.2 % lower (3812 calls) to date compared to last year. Current year to date performance in answering 999 within 10 seconds sits at 91.3%, similar to the same time last year at 92.6%.



- 1.2 Non-emergency call handling continues to see a decline overall in volume of calls despite increases in volume experienced during June through to September as government COVID-19 plans changed. Online reporting continues to be highlighted as a range of options to contact the Suffolk Constabulary.



- 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 increasing wait times.

1.4 Working Group updates:

Improvement and Efficiency Working Group

- Operational and technical development is underway to trial how 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.

Wellbeing Working Group

- Supervisor training has been provided for Mental Health matters, which provides understanding to Supervisors for early intervention wellbeing advice.
- 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. Transparent screens are currently being installed for each Contact and Control Room desk to further supplement staff protection. Sanitisation stations are in place for staff to easily locate sprays and antibacterial wipes for cleaning desks. and weekly COVID-19 audits are completed to ensure all staff are supported and social distancing remains a priority.

2. RESOURCING

- 2.1 Seven new members of staff will begin training on the 19 October 2020, with a further six offers of employment, subject to vetting clearance, expected to begin Induction Training by the beginning of February 2021.

3. TECHNOLOGY

Storm Command and Control System COVID-19 Coding Additions

- 3.1 Five 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 then CCR can appropriately manage all COVID-19 contact and respond appropriately within current, dynamic Government guidelines.

Athena Public Engagement (PE)

- 3.2 The CCR is in the early stages of engaging 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.

Regional CCR Managers Meeting

- 3.3 The CCR continues to develop working relationships, best practice and harmonisation of performance as a member of the Regional CCR meetings, making full use of virtual Microsoft Teams meetings in support of COVID-19 guidance.

Suffolk County Council Front Door Demand Trial

- 3.3 The CCR is working with the Multi Agency Safeguarding Hub (MASH) and Suffolk County Council Customer First Team in support of a trial with the Out of Hours Emergency Duty Service (EDS) Social Workers. These will be in the CCR to assist with the management and correct signposting of Adult Care Referrals. This trial remains a priority and is on hold whilst COVID-19 health and safety restrictions are in place, and allowing only force employee access to the CCR.

4. OPERATIONAL UPDATE

- 4.1 "Open door" contact – As a result of COVID-19 continues a means of transferring calls to Suffolk County Council or other Local Authorities where required, in support of vulnerable members of public calling the Suffolk Constabulary when their call should be directed to Council COVID -19 hub teams.

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 2020. As part of the upgrade the current content and accessibility standards will be reviewed.

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 2019-2020

Month	2018 crimes submitted	2019 crimes submitted	2020 crimes submitted	% increase 19-20
January	700	866	1,240	43.1%
February	694	795	1,433	80.2%
March	852	969	1,264	30.4%
April	970	1,001	2,523	152.0%
May	853	1,203	1,869	55.3%
June	967	1,077	1,745	62.0%
July	1,243	1,332	2,066	56.3%

August	1,063	1,134	1,908	68.3%
September	868	1,092	1,902	74.2%
October	1,009	1,220		
November	992	1,217		
December	769	1,164		
	10,980	13,070		

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	478	537	481	789	512	584	730	608	659			
ASB	171	229	285	585	485	581	713	620	447			
Dashboard												
Camera	38	44	31	28	38	37	56	69	62			
Road Collisions	166	130	111	62	82	112	143	144	178			
1. Retail theft	92	99	54	23	31	52	61	57	81			
2. Theft	160	206	169	124	158	148	176	183	213			
3. Criminal damage	96	137	102	63	71	98	121	116	122			
4. Fraud												
5. Hate crime / incident	39	51	31	33	41	41	52	64	57			
COVID-19 (live: 9 April)				816	451	92	14	47	83			
Total	1,240	1,433	1,264	2,523	1,869	1,745	2,066	1,908	1,902	0	0	0

Live Chat Trial

2.3 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. The chatbot service went live in July 2020 with live chat included in September 2020. Up to the 13 October 2020, over 3,000 people had interacted with the chatbot and nearly 5,000 questions were answered by the automated tool. In just over six weeks nearly 600 live chat conversations have been conducted, with the service being offered 08:30 to 15:30 Monday to Friday. The trial is due to end on 23 October 2020, with the evaluation being completed by the end of November 2020 and then presented to the Digital Portfolio Board.

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.