



Customer Contact

Force Control Room

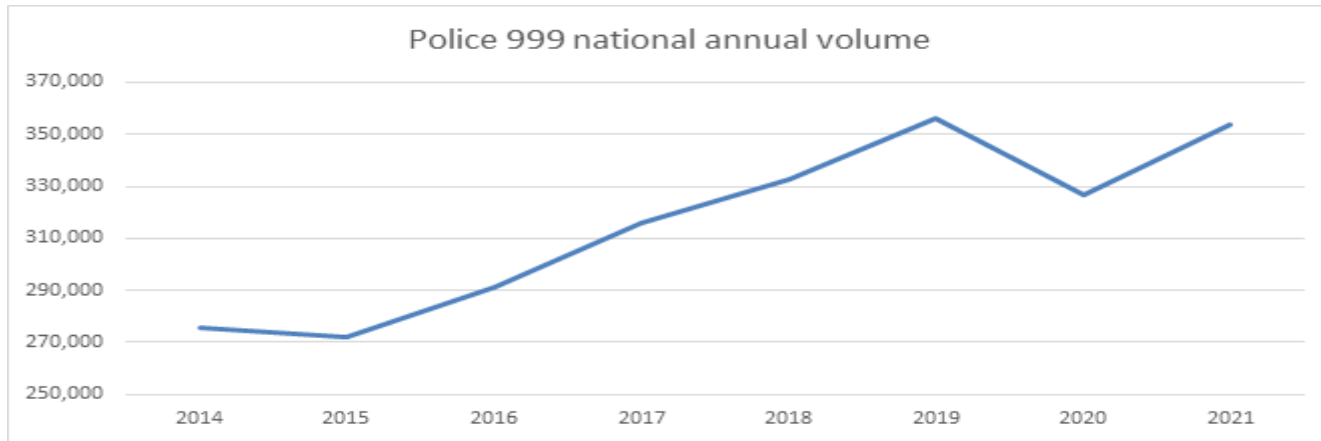


Call Volumes (Average monthly/ 12 months)

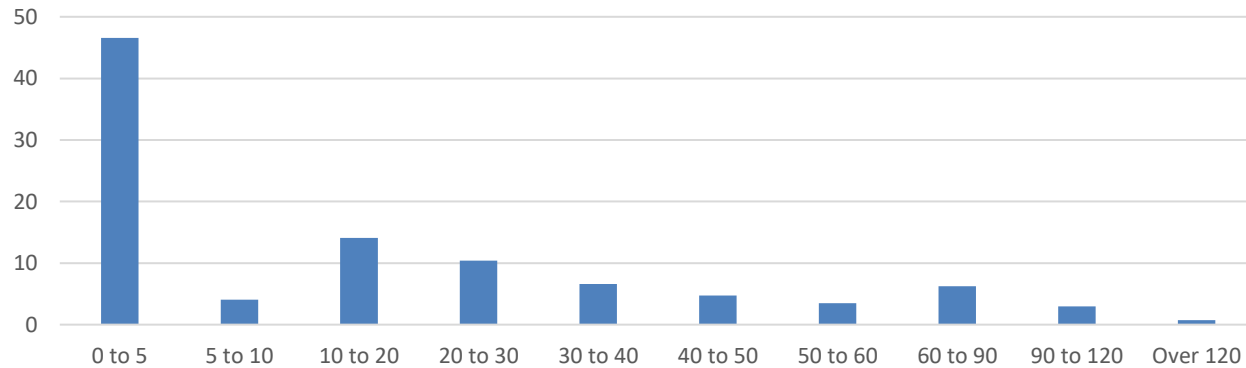


999 (112)	7,950 (9134 last 6 months)
101	13,600
Call back service	4,070
Other Emergency services	1,500
Incidents	17,500
Crime recording tasks	3,000
Automated switchboard	13,000
Outbound calls in support of incidents	15,000

999 Call Handling Performance



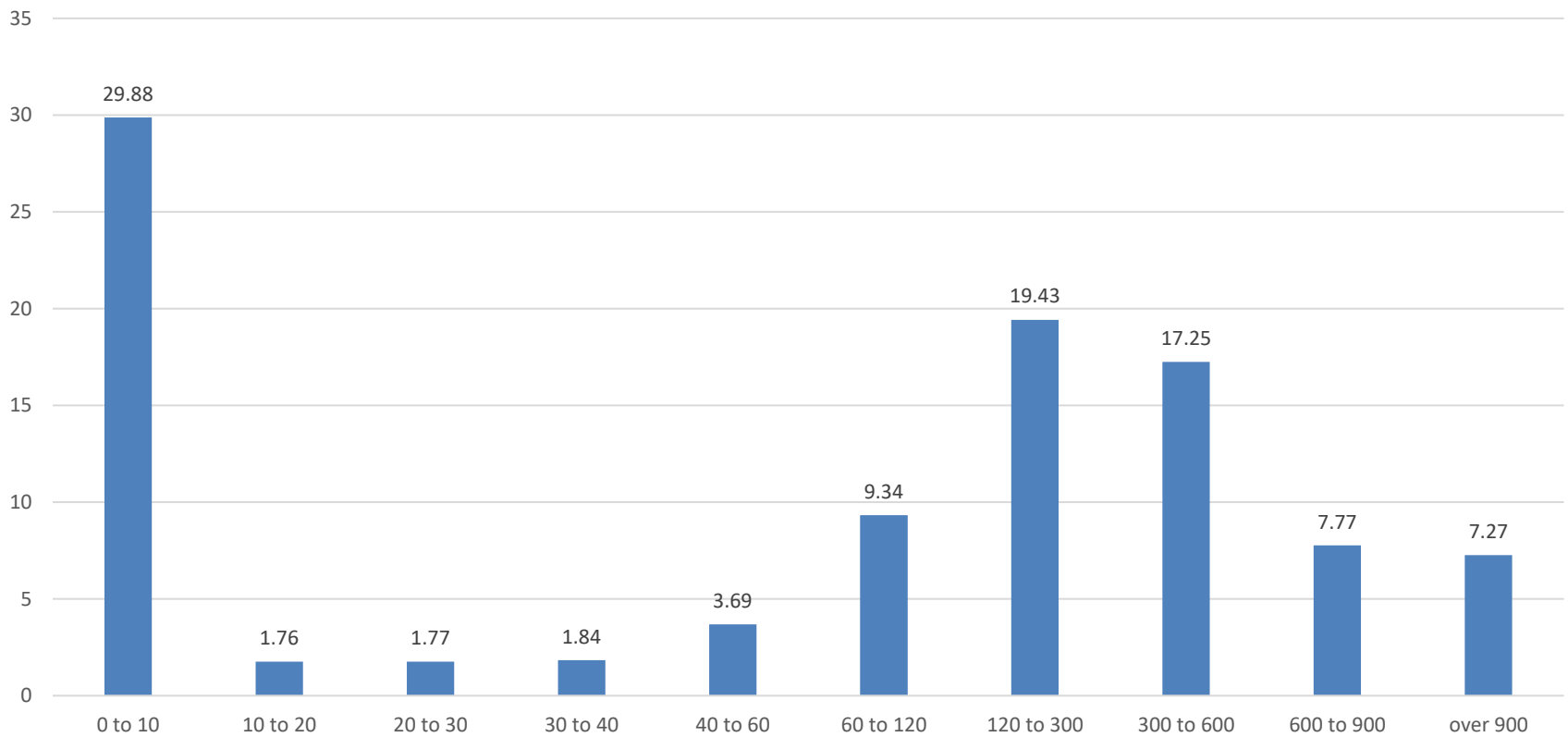
NYP 6 months average summary
% 999 calls answered (sec) July 2021 to December 2021



101 Call Handling Performance



6 months summary percentage 101 calls answered in time intervals (sec)
July - Dec 2021



Current Challenges



- Continuing high levels of 999 Calls-negative impact on 999 and 101 call handling performance
- Challenges caused by the pandemic
- Introduction of new control room technology
- Duration and complexity of calls. In the last 5 years the time taken to deal with a call has doubled.
- Increased vulnerability of callers and increased number of calls involving mental health issues
- Retention of staff

Staffing in the Force Control Room (FCR)



- Recruited and trained 92 staff in last 2 years
- Continuous recruitment and training plan. Intakes planned for March, June, September and December
- Business Case being developed for increase in staff numbers in the FCR
- Additional funding has been provided by the Office of the Police, Fire and Crime Commissioner for overtime to increase staff numbers in the FCR during this challenging period

Force Control Room – Opportunities



- Opportunities to highlight appropriate use of 999/101 and other contact methods e.g. Tweetathon
- Upgrade telephony/IT systems
- Police Single on-line Home
- Expanding digital contact options available -Social media, Web chat
- Further technological investment e.g. artificial intelligence, direct feed of video images into the FCR
- Workforce Management Software

Frontline Gold Group



- Continuing pressure on frontline resources due to increases in demand
- Actions taken to free up frontline resources including additional resources into Safer Neighbourhood Service Desk
- Implementation plan for Initial Enquiry Team
- Working with partners to better manage demand

Results-Expectations for the next 12 months



- To be reassured that NYP has sufficient numbers of appropriately trained officers and staff to deal with and respond to calls for service
- Additional methods of contacting NYP are introduced and fully explained to our communities e.g. Single on-line Home
- Increased use of technology to improve performance
- Improved call handling performance for both 999 and 101