Police, Fire & Crime Panel Report
February 2020

North Yorkshire Police, Fire & Crime Commissioner

Update for Panel on FCR performance and nuisance calls

999 overview

999	Volume	Average time to answer (seconds	Transferred to secondary /alternate lines
August 2019	9232	17	2.40%
September 2019	7687	14	1.52%
October 2019	8094	16	**540
November 2019	7617	16	1.40%
December 2019	7703	15	1.39%

** October – 2 days telephony issues

- Slight increase in volume of 1.13% since November 2019
- 4.83% decrease in volume since October 2019 (seasonal)
- Transfers to secondary and alternate lines are under national guideline of 2%

999	December 2017	December 2018	December 2019
Volume	6585	7340	7703

- 4.94% increase from December 2018 in line with national increase of 5.14%
- 16.97% increase 2017-2019
- Highest volume of 999 calls in any December since 2009
- National increase for calendar year 2019 of 7%

101 overview

101 Option 1	Volume	Average time to answer	Abandonment rate
July 2019	19153	4 min 11 sec	25.30%
August 2019	18172	3min 37 sec	22.96%
September 2019	16941	2 min 43 sec	18.76%
October 2019	16282	3 min 08 sec	15:45%

November 2019	15544	3 min 06 sec	19.11%
December 2019	14410	2 min 38 sec	18.87%

- 7% decrease in volume since November 2019
- 11% decrease in national 101 volumes since November 2019
- 10.75% national decrease since December 2018
- 10.53% decrease for the calendar year 2018-2019

Operator	Volume	Average time to answer	Abandonment rate
October 2019	10707	43 sec	17.39%
November 2019	9811	35 sec	16.49%
December 2019	8532 * (6179 + 2353)	23 sec (15 seconds when answered by front counters)	

- Operator calls are now being handled by Front Counters between 08.00 and 19:45 from 2nd December. This has reduced the volume of operator calls to FCR to 2353 calls which are now only being answered in FCR out of front counter opening hours.
- Since operator calls have been handled by Front Counter teams, the average speed of answer has been 15 seconds between the hours of 08.00 and 19.45 which is a significant improvement in answer time.

Queue Buster Call Back	Volume	Average time to call back
October 2019	4193	13 minutes 24 sec
November 2019	3927	13 minutes 37 sec
December 2019	3441	13 minutes 46 sec

Automated switchboard service (Options 2, 3 and 4)

Automated service	Volume	Voice recognition accuracy rate	Abandoned at automation
December 2018	12218	84.7%	6.8%
December 2019	10971	84.3%	7.4%

- 10% reduction in automated calls since December 2018, in line with national decrease in 101 calls.
- Option 4 removed 8th January

Control room 'calls for service'

For 2019, the calls for service into the control room was as follows

Incident type	%
Anti - social behaviour	12.6%
Crime	24.3%
Public Safety & Welfare	41.5%
Road related	14.5%
Administration	7.1%

The conversion rate for calls to incidents is 75%, with 25% being enquiries e.g. non - police matters, civil matters (family disputes which NYP advise to speak to solicitor or Citizens Advice etc.).

Nuisance calls

There is no definition of 'nuisance call', albeit some are more obviously nuisance than others. Any which control staff consider to be 'nuisance' are logged, and the scale of those can therefore be logged, measured and monitored. Equally, some of these calls are one-off calls, as a result of ignorance of policing rather than purposefully wasting police time, others call the police tens of times a day because of mental health distress (or other reasons) and others still are made specifically to waste police time. Some however are genuine misunderstandings of what policing can and cannot deal, such as various 'civil' or 'difficult neighbour' matters. with These different types of calls however are not recorded separately, so it is not easy to understand the impact these different types of nuisance calls have.

In the most general sense, senior control room staff don't see nuisance calls as a particularly concerning area of business. These calls will always have an impact, and of course any persistent callers receive multi-agency attention to reduce the demand they place on the control room. Control room staff always explain clearly to the public if their call is inappropriate and has wasted police time, and each nuisance call means a legitimate call waiting to be answered, but the scale of these is not thought to be out of step with any other control room, or are easily avoided.

North Yorkshire Police run communications campaigns to highlight the sort of inappropriate calls the control room receives, explains the things the control room are able to help with and demonstrates the sorts of calls which are inappropriate.

Nuisance calls overview

Nuisance calls are recorded in the category Public Safety/Welfare, and the main impact of these calls is that other people with genuine concerns who cannot get through to the police or get assistance as a result of the hoax call.

Since 1 January 2020 to 26 January NYP have had 420 hoax calls. This amounts to about 2% of total calls to the control room*

(*using January nuisance call figures Vs December total call data)

The breakdown of times when calls are received is as follows:-

07:00 – 16:00	85 calls
16:00 – 22:00	225 calls
22:00 – 07:00	110 calls

The average call duration for 101 calls is 5 minutes 50 seconds. There is also 40% uplift for recording information accurately and in line with several national standards following the call. Therefore the amount of time spent since 1 January 2020 on hoax calls is 57 hours. That is the equivalent of having 1 member of staff for one and a half weeks to deal with this type of call alone.

Case studies

- Police came to see me earlier and they have tampered with all my phones
- A man who is 7ft 2 has tried to take £200,000 from my suitcase and is killing my daughter (Caller well known and has no daughter – confirmed by his parents)
- Request for Police attendance. A well - known radio presenter (named) has trying to kill me since 1963
- Several reports of children playing with phone
- False reports of having car stolen (Does not own a car)
- 5 calls from same caller re Police tapping his phone line
- The IRA is working with small scale criminals in the banking sector – please investigate – hangs up.
- Call to tell Police about spiritual time travel
- 3 calls in 5 minutes "I'm bored"

Staffing

Staffing levels at end of November 2019

Role	Agreed T2020 FTE Budget	Actual FTE
Dispatchers	60	55.41
Communications	86	57.21

- October courses of Comms and Dispatch joined FCR teams 23rd December
- 10 new starters begin training on new comms course 13th January 2020
- 16 people successful at interview and assessment centre/c 6 January for intakes during April and for future courses
- Recruitment campaign continues in line with recruitment and training plan.

Context

20 comms and dispatch have gone to be Police Officers in the last 3 years and 8 people have gone to be PCSO's. We are expecting 12 people during this year to be Officers and around 8 to be PCSO's.