

Police, Fire & Crime Panel Report

August 2020



FCR performance

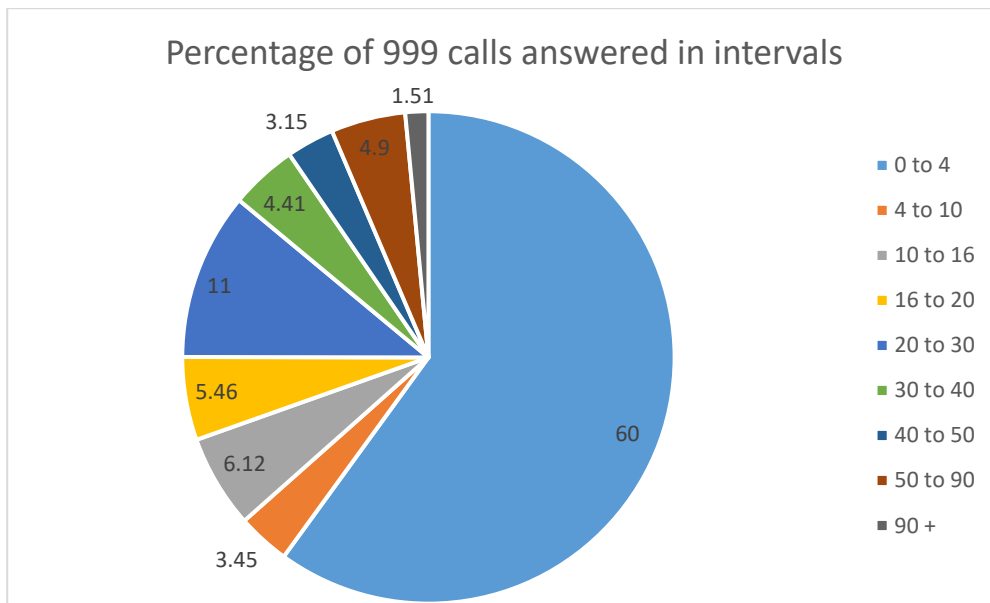
999 overview

999	Volume	Average time to answer (seconds)	Transferred to secondary /alternate lines
March	6622	16	1.887%
April	4699	10	0.85%
May	6198	14	0.85%
June	6890	20	1.17%
July	8704	24	2.34%

The reduction in volume of calls during April (37%) and May (18%) is COVID19 related due to lockdown. (Less traffic on roads/no night time economy impacting on behaviour) This is in line with the national trend.

July volumes are similar to July 2018 but not as high as 2019 when NYP received the highest ever volume of 999 calls.

The national guideline for calls transferring to secondary and alternate lines is 2% of total volume presented.

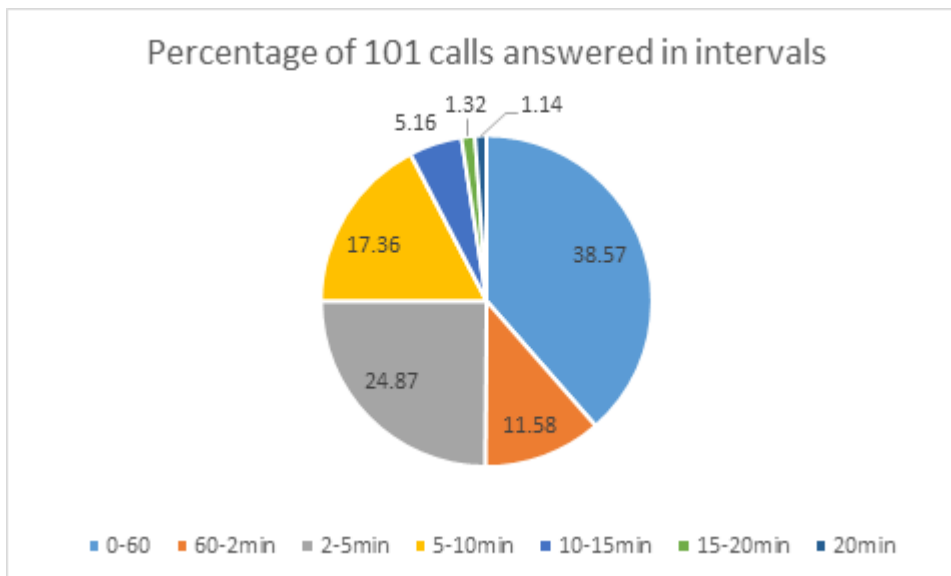


101 overview

101 Option 1	Volume	Average time to answer	Abandonment rate
March	14530	2:40	18.71%
April	14874	2:09	14.88%
May	15525	2:39	17.47%
June	15223	3:43	21.34%
July	14990	5:20	24.62%
March	14530	2:40	18.71%

Although calls for service on 999 have reduced due to COVID19, there has been no such reduction in 101 calls. Over 10% of the calls/incidents have been COVID19 related.

101 wait times



101 call backs

Queue Buster Call Back	Volume	Average time to call back
March	3862	12:19
April	3577	13:14
May	3898	12:45
June	3931	16:11
July	5567	17:07

Operator calls

Front counters are now dealing with an average of 6800 operator calls per month between 08.00 and 20.00 daily. The answer time for these calls is on average 15 seconds. Between 20.00 and 08.00 next day, FCR are dealing with an average of 2046 calls per month with an average time to answer of 1 minute 18 seconds.

The call duration is increasing constantly and now stands at 6 minutes 29 seconds. There is also a 40% uplift for recording information, completing various checks, recording the THRIVE evaluation, in line with national and force standards following the call.

The total monthly average volume of calls from the public is 28225.

Control room 'calls for service'

Between 1 March 2020 and 31 July a total of 81579 incidents have been logged. These are categorised below according to the national standard for incident recording themes.

Incident type	%
Anti - social behaviour	17.78%
Crime	20.18%
Public Safety & Welfare	33.63
Road related	11.52%
Administration	16.89%

- Over 10% of incidents logged have been COVID19 related.
- There has been a total of 1640 Hoax calls between 1 March and 31 July.
- Over 11,000 calls have had a link to mental health

Staffing

Staffing levels at end of July 2020

Role	Agreed T2020 FTE Budget	Actual FTE
Dispatchers	60	54.68
Communications	86	77.44

There are currently 4 dispatchers in training who will be effective to join their teams at the end of September.

There are currently 8 communications officers in training who will join their teams on 6th October.

A further course of 8 people will join FCR in training on 6th October.

Due to COVID19 social distancing reduced numbers of recruits are being trained. Twelve people would normally be recruited but this has been reduced to 8 per course.

A robust recruitment and training programme up to March 2021 is in place.

An average of 14 people at any time have been off work for COVID19 related issues. (Self - isolating/symptoms/maternity/underlying health conditions)

The majority of people who have not physically been in work have worked from home, and whilst not taking calls or dispatching they have dealt with over 20,000 crime and occurrence tasks.

FCR has continued to operate effectively throughout this period. The building is a safe and clean environment with 2m distancing being observed, increased cleaning and sanitising taking place.