

## Force Control Room Performance

This report sets out the Force Control Room (FCR) performance for the period 1<sup>st</sup> October to 31<sup>st</sup> December 2020 following the update provided to the Panel in August and performance overview which the Commissioner distributed to all Councillors in October 2020.

The Commissioner continues to monitor the performance of the FCR closely through her monthly Public Accountability Meetings which can be viewed online via the OPFCC website and through the engagement of her office to ensure its improvement in the future.

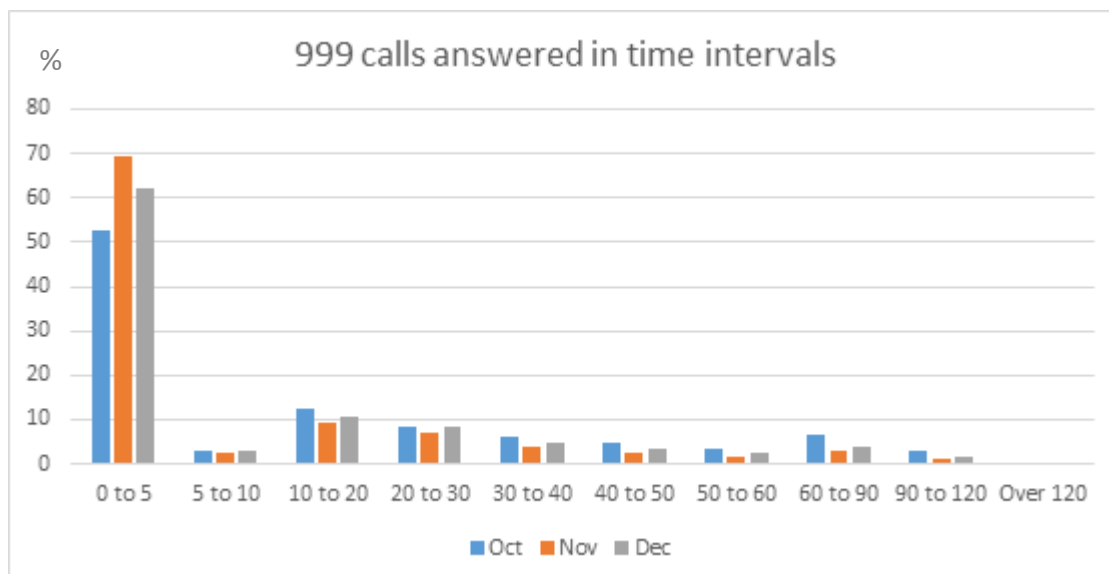
### Call Volume

**Total volume of calls handled on all lines in the FCR**

Call Type	October	November	December
999	7420	5790	6987
101 Option1	13440	12509	12877
Queue Buster Call back	4357	2656	2224
Front Counter Operator	7218	6683	6738
FCR Operator	1803	1678	1907
Outbound (Not Queue Buster)	12736	12481	12193
Other Emergency	1220	1061	1253
<b>Total</b>	<b>48194</b>	<b>42858</b>	<b>44179</b>

### 999 Overview

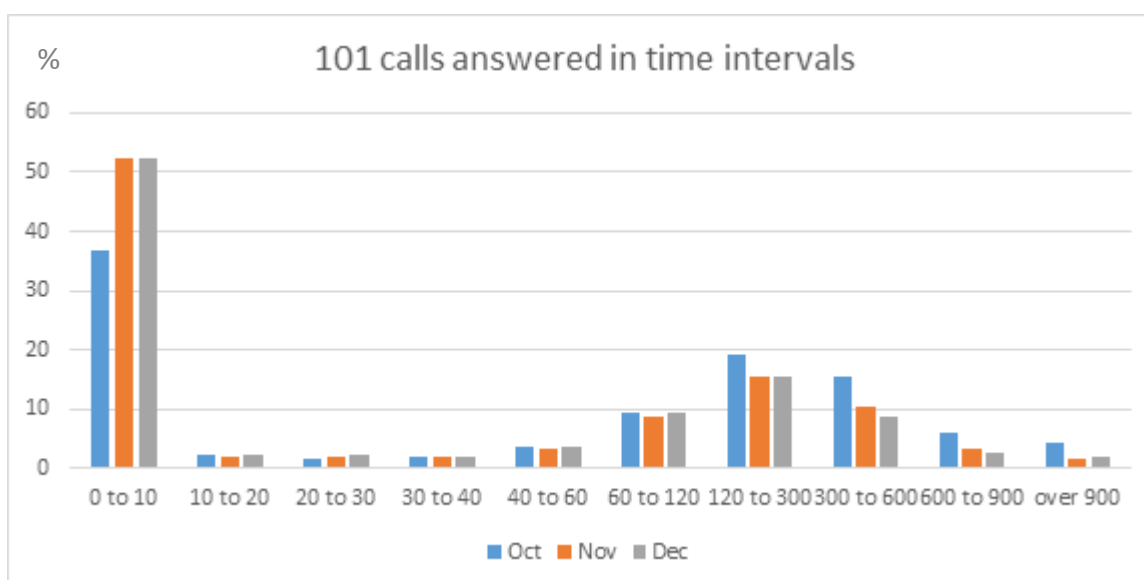
**999 Calls**



- The above graph indicates the time intervals in which 999 calls have been answered between October to December 2020.
- There has been a significant improvement in answer times. During September, October and November 2020 calls waiting over 120 seconds amounted to 0.57% of the calls handled compared to 28.62% in the previous quarter.
- The longest call waiting time for 999 was 3 mins 0 seconds on 14 November 2020. This was due to the volume of calls received, call flow and the resourcing issues within the FCR during this period. At that time, there were eight vacancies and eight people in training but staffing levels are now improving as highlighted in the Staffing Section at the end of this report.
- The number of calls which have been answered in under 5 seconds has increased from 50.15% in the previous quarter to 61.40% between October and December 2020.
- There has been a reduction of 5% in 999 calls throughout 2020. This is the first annual reduction in 10 years. This reduction is considered to be Covid-19 related as it corresponds with a similar reduction in national 999 calls to the Police.
- Early analysis shows that on average it takes less than a minute for the call handler to put the incident to dispatch for the resources to be mobilised even though the call handler may then continue to gather information from the caller to further inform the officer who is responding. Further analysis will be conducted on this over the coming months and will be included as part of the next FCR performance update report.

## 101 Overview

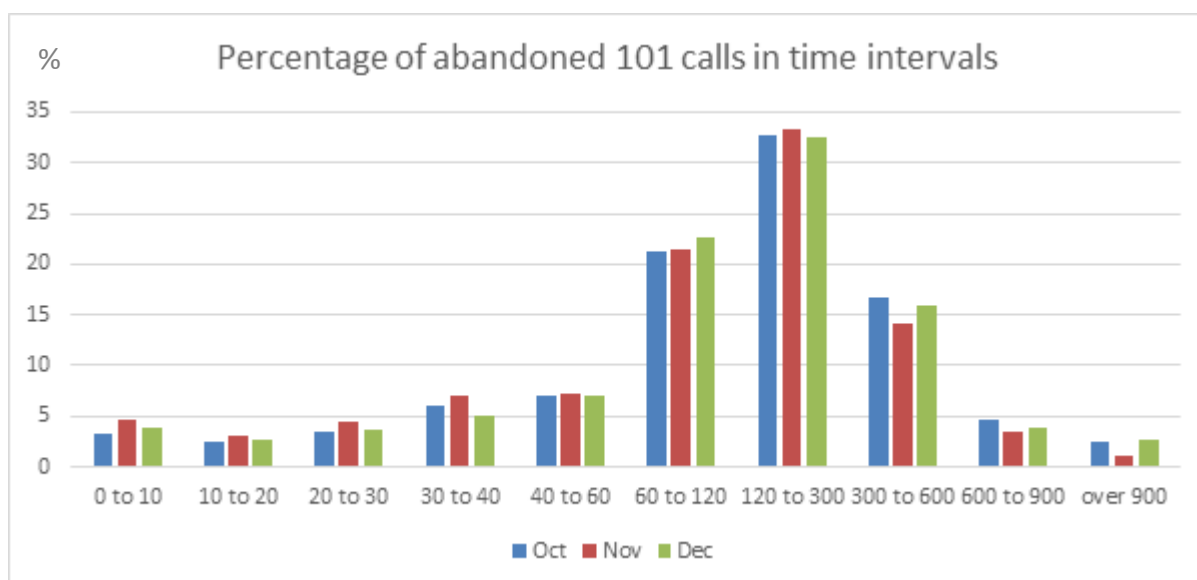
### 101 Calls



- The answer time has improved during November (Average 2 minutes 06 sec) and December 2020 (Average 2 minutes 02 Sec).

- Between October and December 47.21% of 101 calls have been answered in under 5 seconds compared to 36.97% during the previous quarter.
- The percentage of calls waiting for more than 15 minutes has reduced from 19.7% during the last quarter to 2.54% of calls handled.
- The longest call waiting time for 101 was 45 mins and 45 seconds on 12th October 2020 when there was a system failure and calls had to be diverted from York to Northallerton. During this time Humberside were taking the 999 calls to ensure service continuity.
- There have been 5 days during this reporting period with the longest call waiting time over 30 mins and 21 days where the longest call waiting time was between 20 and 30 mins. These maximum call waiting times are included in the graph above of over 900 seconds (15 min).
- The average time for customers to receive a call back is 12 minutes and 25 seconds which corresponds with the previous quarter.
- Operator calls are being answered on average in 12 seconds by Front Counter staff between 08.00 and 20.00 and in FCR in 1 minute 16 sec in FCR.
- There has been an 8% reduction in national volumes for 101 calls, which is considered to be Covid-19 related.
- The average handling time (call duration and associated time to write up incidents, perform checks etc) has risen to its highest level of nine minutes and 30 seconds per call. This increase is also associated with Covid-19 as the calls are protracted and involve in depth discussions.

### Abandoned 101 calls



- Abandoned 101 calls have reduced from 19.30% during the last quarter to 14.88% between October and December 2020.

- 45% of 101 calls are abandoned in under 2 minutes. 32.85% of callers wait between two and five minutes before abandoning calls.
- There was a reduction of over 900 calls on the key dates over the Christmas and New Year compared to the same dates over the last four years.

## Control Room 'calls for service'

In the last three months a total of 55,850 incidents have been reported. These are categorised below according to the national standard for incident recording themes.

Incident Type	%
Anti - Social Behaviour	13.53%
Crime	21.14%
Public Safety and Welfare	35.45%
Road Related	12.49%
Administration	17.40%

- During this reporting period, 2,941 incidents have been Covid-19 related plus 1,917 reports received via the "Single On - Line Home" portal in respect of Covid-19 regulation breaches.

## Staffing

### Staffing levels as of 25<sup>th</sup> January 2021

Role	Agreed T2020 Budget	Actual FTE
Dispatchers	60	60.47
Communications	86	84.01

- Seven Communications Officers are currently on their second week of training. Four Dispatchers are currently in training and are due to join their teams on 8<sup>th</sup> February 2021.
- Between 28<sup>th</sup> December 2020 and 10<sup>th</sup> January 2021, the FCR experienced severe staffing shortages due to the Covid-19 app advising staff to isolate. Where the FCR would normally have a minimum of 15 comms staff on duty on average per day, this reduced to just under eight per day to continue answering all the calls coming in and dispatching the incidents. NYP continued to provide service continuity to the best of their ability during this period in extremely difficult circumstances.
- Planning for 2021/22 recruitment and training is currently in progress.