

Online Public Meeting

Customer Contact

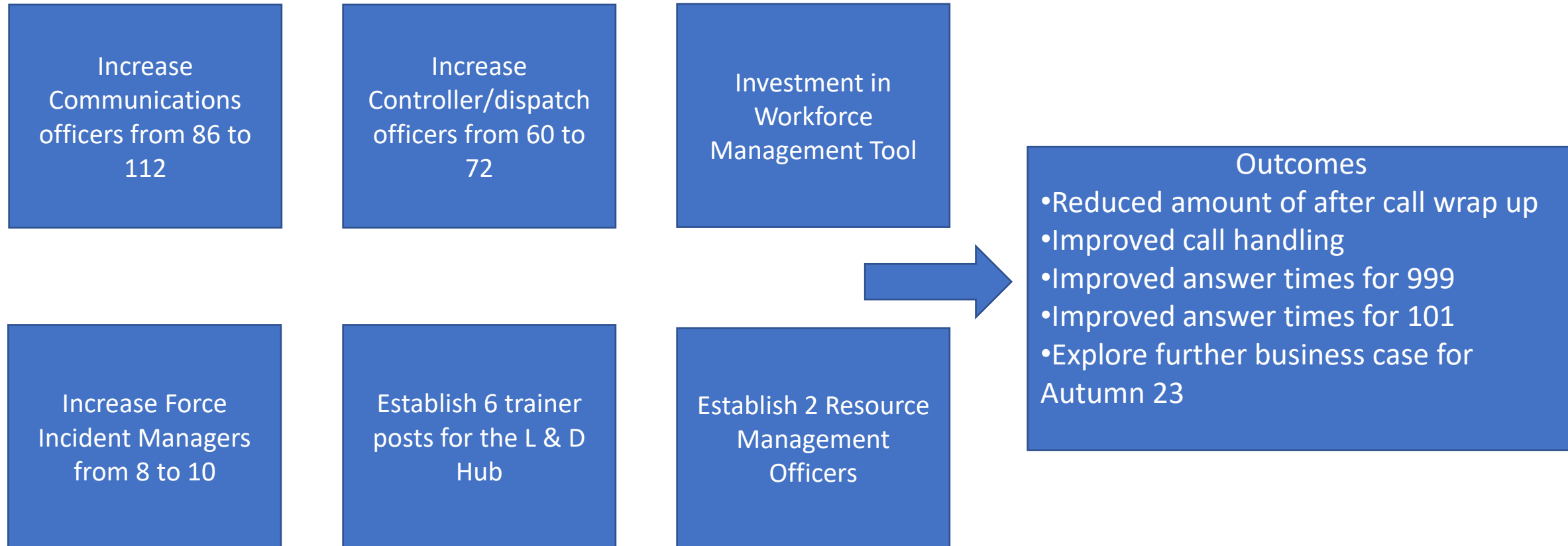


What was the problem



- We are still not consistently meeting the prescribed SLAs for 999 and 101 Non-emergency contact
- 999 calls will continue to rise and NYP is not positioned to meet the predicted rise of demand
- High abandonment rate on 101
- Insufficient Supervisors to proactively manage, support staff, call handling and welfare effectively
- Critical low levels of dispatchers
- Not consistent in effective response to emergency and priority calls to manage risk for victims
- High staff utilisation rate of 85% (risk of burnout)
- Need to improve service to the victims and investigations
- Need to improve protection for vulnerable victims
- Need to improve outcomes for victims

Business Case Approved



Investment of £1.8 Million – Support from the PFCC and uplift in Precept

Overview

- Leadership
- Technology improvements
- Recruitment Plan
- Performance framework
- Training/Power Hours
- Process/procedure review
- Outcomes

Leadership / Visibility

How did we do it

- Visibility of Senior Leaders
- 1-2-1's with staff
- Team Performance Meetings
- Direct support from line managers
- Daily Huddle – setting priorities
- Engagement and feedback – involving staff in the solutions
- Newsletter / communications / Clarity

Technology Improvements

Call Q		Call Handling Stats			
		Available	Call Waiting	Time Waiting	Calls In Progress
999	0	999 5	0	0:00	1
ES	0	ES 5	0	0:00	0
101	0	YK 5	0	0:00	0
		HG 5	0	0:00	0
		SC 5	0	0:00	0
Kick Strips					
YK	0	101 5	0	0:00	4
HG	0	OP 5	0	0:00	0
SC	0	QB 5	0	0:00	0
		FC 0	5	2:36	0

Reserve
Agent

Live
Performance
Dashboard

Change to
wallboards

Changes to
automated
message

Recruitment

Attraction and Retention



Two workstreams were mobilised to ensure we could attract and also retain the knowledge and skills of our workforce

Attract

- Familiarisation Events
- Wider reach of adverts and social media
- Promotional video
- Positive Action Engagement
- Career Fairs

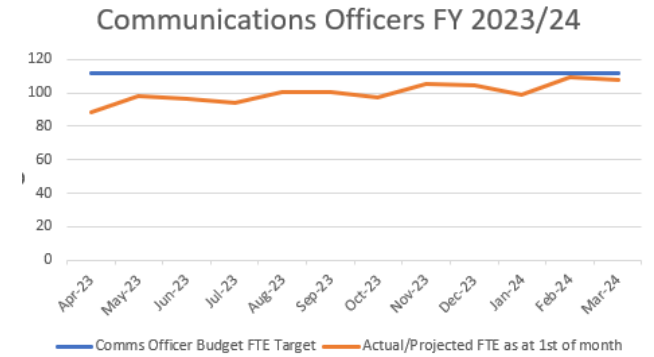
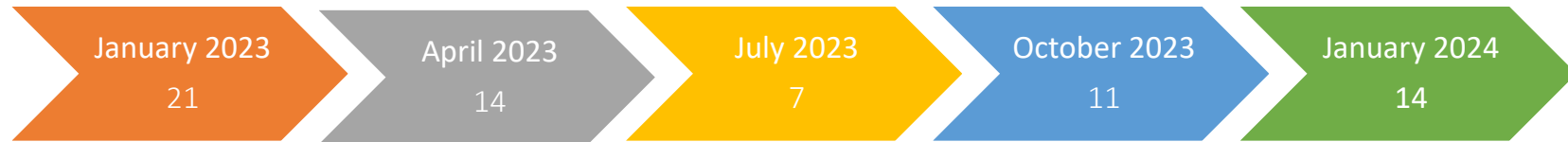
Retain

- Wellbeing
- Retention payment
- Review of job descriptions
- Leadership interventions
- Individual Meetings
- Creating efficiencies – making the roles more effective
- Established Learning and Development Hub
- Engagement and involvement

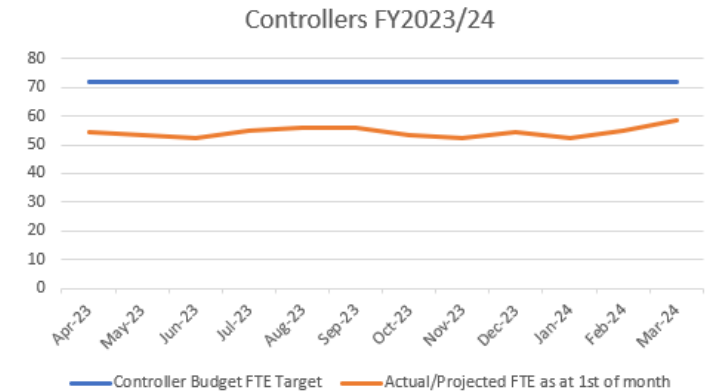
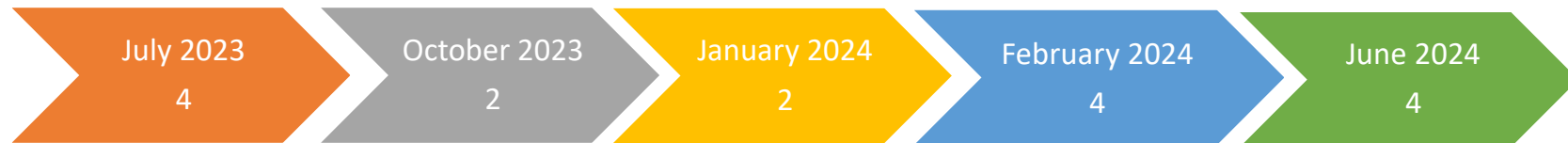
Recruitment

Recruitment Plan

Recruitment Intakes Communication officers

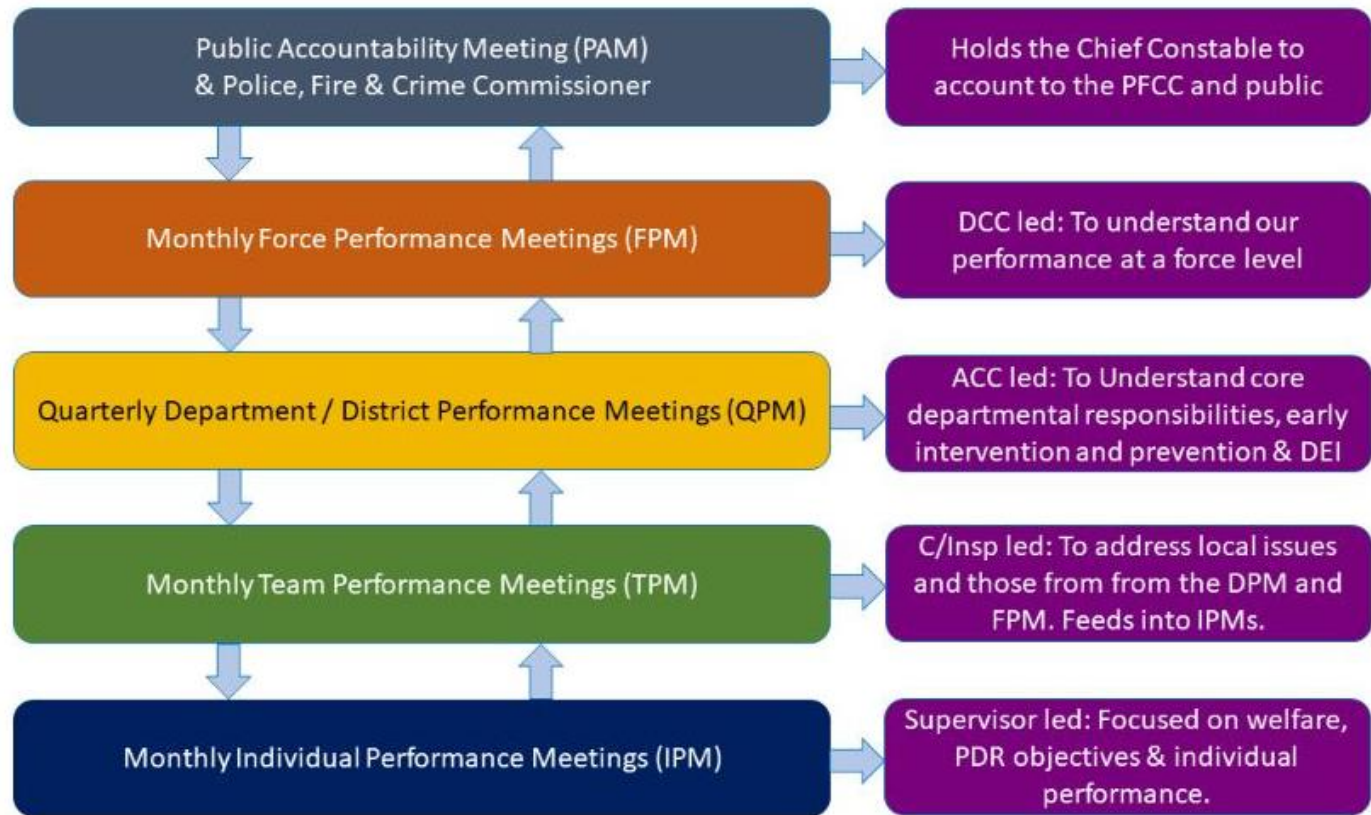


Controllers



Planned

Performance Framework



Dashboards / Performance monitoring

Customer Contact
FCR



Our Purpose

- Preventing & detecting crime through effective advice, grading and dispatch
- Safeguard the vulnerable by identifying need at point of contact
- To better serve the public by improving our effectiveness and customer service

Our Approach

- To be victim focussed, ensuring that the victim is kept informed every step of the way, putting them at the centre of all our decision making
 - Provide people the right care by the right agency at the right time
- Provide frontline responders with the information needed to target offenders, effectively and efficiently
- To intervene early & solve problems at point of contact where possible, diverting to the most appropriate investigators where required
- Enhance our knowledge of Diversity, Equality & Inclusion. Treating everyone with respect, dignity and according to their needs in line with our shared values

Our Attributes

- Promote self awareness and improvement in our teams
- Using data gleaned from BI Dashboards to help inform & drive performance
 - Capitalising on the use of technology where possible
- Invest in strong leadership at all levels that is visible, accessible & supportive
- Allowing resource planning to meet anticipated demand and to adapt to changing needs of the public

Introduction of Dashboards and Performance Monitoring

- FCR Live Time
- Response Times
- FCR Calls

- Introduced new Individual Performance process
- Team Performance Meetings
- People and Performance monthly SMT meeting
- Bespoke Plan on a page – providing clarity

Training/ Power Hours



“Bespoke CPD inputs, tailored specifically to the roles, provided by Subject Matter Experts”

- Voice of a child
- Neglect
- Missing from home
- Exploitation
- Crime Scene Investigation
- Digital Forensics
- Diversity, Equality and Inclusion
- Crime Recording
- THRIVE +
- Dog Section

Developed ongoing annual curriculum of training and inputs

Process and Procedure Review

Identifying efficiencies to improve performance

- Review of call scripts
 - Reduced question sets
 - Change to THRIVE template and Re-THRIVE
 - Addition of Vulnerability and Repeat Victim Tags
 - Efficiency months
 - Updated and streamlined A-Z – Information directory
 - Right Care Right Person
-
- Introduction of text hot keys
 - Streamlined SMV process
 - Introduction of partner portal
 - Limited domain name for e mail
 - Promotion of Online Reporting
 - Diary Appointments (in person)
 - Introduction of a P12 (response time)

Data compared December 22 to December 23

Outcomes

999 Call answer times improved significantly from 13sec to 6sec for 999

101 Answer times improved from 2min 29 to 1min 34

101 calls answered in 2 mins improved from 64% to 71%

Improved response to Immediate Urban (75.45% to 85.75)

Improved response to Immediate Rural (66.61% to 77.21%)

Improved response to priority gradings (68.23% to 77.15%)

Vulnerability and Repeat Callers identified at the onset 80% of the time

Reduced number of calls over 2 mins on 999 8/12 months

Increased submissions for single online home (online reporting)

Victim Service Agreement Improvements

Outcomes

Improved approach to
assessing risk and
needs of victim

Accurate and
meaningful THRIVE
assessments

Initial prioritisation and
grading of incidents
good

Improved crime
prevention advice at
point of call

Improved evidence
preservation advice at
point of call

Improved identification
of vulnerability and
repeat victims

Outcomes

Visuals

	October 2022	April 2023	August 2023	December 2023
999 calls answered in <10 sec	55%	81%	87%	90%
Average 999 answer time	19 seconds	9 seconds	7 seconds	6 seconds
999 calls taking more than 1 min to answer	8%	3%	2%	1%
Average 101 answer time	3 minutes 34 seconds	2 minutes 53 seconds	2 minutes 3 seconds	1 minute 34 seconds
101 SLA Compliance (Calls answered under 2 minutes)	53%	57%	64%	71%
Immediate Attendance SLA Compliance	62.75%	80%	76.94%	81.48%
Priority Attendance SLA Compliance	65.79%	76.04%	74.10%	77.15%

Further Business Case Approved In Principle

Increase
Controller/dispatch
officers from 72 to
84

Introduction of a
Switchboard

Investment in
Supervision 12 to
20

Introduce further
channel choice for
the public ie live
chat

Establish Training
Manager for the
L & D Hub

Establish
Performance
Analyst and
Quality Assurance
Officer

Increase SysAdmin
personnel

Outcomes

- Improved call handling
- Answer 999 in 10 sec 90% of the time
- Improved answer times for 101
- Improved signposting for the public through the switchboard
- Continuous improvement and identifying efficiencies through the analyst and quality assurer

Customer Contact continues to be held to account for performance and service delivery to the public, against the investments made to further improve and ensure the public are getting value for money

Opportunities and Benefits

