

## Highland Council

### Community Safety, Public Engagement & Equalities Committee – 1 October 2014

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|----------------|--------------|
| Agenda<br>Item | 5ii          |
| Report<br>No   | CPE<br>28/14 |

#### Highland Local Policing Area – Call Handling

#### Report by Contact, Command and Control- North Superintendent- Philip Macrae

##### Summary

This paper provides an update on Call Handling within Police Scotland Highland and Islands Division.

#### 1.

- 1.1 During September 2013, a report outlining the implementation of the 101 non-emergency number was circulated which included details of the new service and performance information with regards to call volumes and average answer times.
- 1.2 Following the last meeting of the committee on 12<sup>th</sup> June 2014, further performance details were agreed to be provided on call responses for 999 and 101 calls over the previous year.
- 1.3 During 2013, following the successful implementation of the 101 non-emergency system, the Area Control Room in Inverness continued to receive calls from both the 101 system and telephone numbers previously used by the public. These calls were formerly presented to local offices in the dispersed model which was in use prior to February 2013. During 2013, as the number of calls being presented to the Area Control Room by the 101 system increased in level where the majority of calls were presented to by this system, the legacy lines were managed out with a message on the lines re-directing callers to the 101 non-emergency line.
- 1.4 Inverness Area Control Room continues to receive both 101 non-emergency calls and 999 emergency calls. Standards of service for answering calls are:  
  
101 – 90% of non-emergency calls to be answered within 40 seconds  
999 – 90% of emergency calls to be answered within 10 seconds
- 1.5 During the period between April 2013 and March 2014, Inverness ACR received 253,192 non-emergency calls of which 85% were answered within the target period of 40 seconds. As can be seen the target during this period was not achieved and owing to this, during January 2014 the

answering of 101 calls was altered to ensure targets were met and public calls answered promptly. This change in process and call routing ensured that where any 101 call exceeded a waiting time of 60 seconds it automatically presented to the Service Centre in Glasgow where additional divisional resources were available to accept the call and provide the public with the required service. On implementation of this change the service provided to the public increased to achieve the target level of service as follows:

|          |     |
|----------|-----|
| January  | 90% |
| February | 90% |
| March    | 92% |

- 1.6 During the period between April and August 2014, Inverness ACR received 79,324 calls of which 54,534 were for the Highland area. The response rates for these calls achieved 86% of the target 40 seconds. Whilst this figure misses the target of 90% this is at a time of substantial vacancies within the ACR. These vacancies have recently been advertised and new recruits interviewed to fill roles in call-handling and dispatch. In comparing these figures for the same period in 2013/2014, the grade of service has increased from 81% to 86% and with the filling of vacancies this service will continue to improve.
- 1.7 In relation to 999 emergency calls, during 2013/2014 the number of 999 calls received was 17,613 with an overall call answer response of 95% achieved.
- 1.8 999 calls received between April and August 2014 so far number 7,815 with a grade of service recorded at 96%. All 999 calls are answered within the target set as the national performance indicator.
- 1.9 Within Contact, Command and Control Division work continues progressing National Command and Control systems which will record performance information which will greatly enhance information which is currently available.

#### **Recommendation**

The Committee is invited to note the update.

**Superintendent Philip Macrae**  
**Contact, Command and Control- North**  
**22<sup>nd</sup> September 2014**