

WILTSHIRE POLICE



Contact Management

Wiltshire Police & Crime Panel Briefing



October 2024

Operational Context of Call Management

- Changing demand
- Changing public expectations
- Workforce challenges
- Contact management transformation
- Technological development



We need to answer emergency calls quickly enough

- March 2024 – Wiltshire was identified as the worst performing force nationally against this metric
- HMICFRS noted that 70.4% of 999 calls were answered within 10 second target
- National target assessed by HMICFRS was that 90% of calls should be answered within 10 seconds



We need to answer emergency calls quickly enough

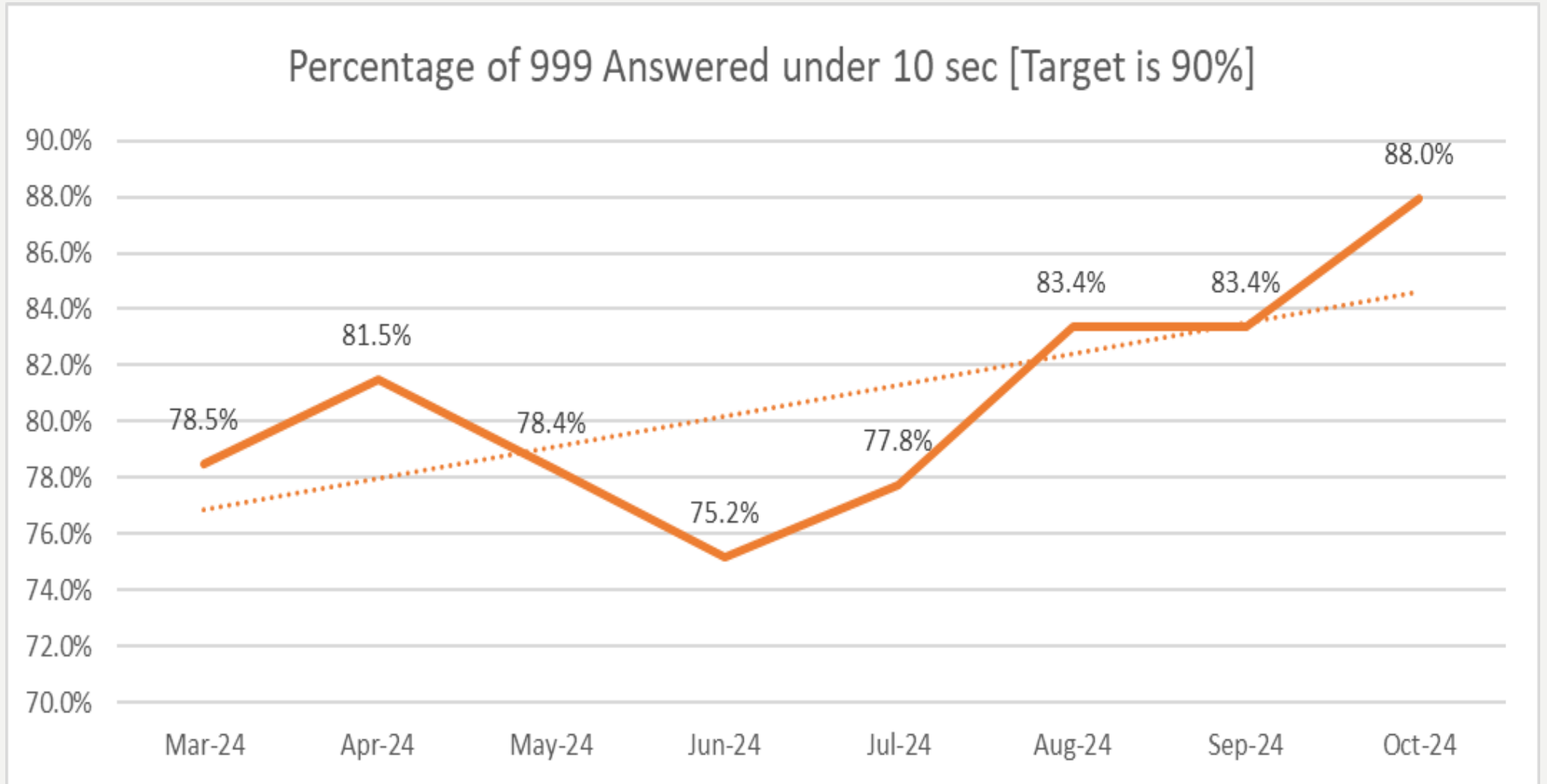
CCC Improvement Plan

- Delivery of operating model changes
- EISEC system and agent greetings introduced to allow swifter transfer between BT and control room
- Re-Prioritised 999 call handler profiles
- Status wall boards introduced to increase operators situational awareness
- Our Goal - To consistently achieve the national standard of answering 90% of 999 calls within 10 seconds



We need to answer emergency calls quickly enough

Performance Improvement





We need to reduce the number of abandoned non-emergency calls

- The PEEL inspection found that 25.8% of calls were abandoned by callers before being answered
- The standard across other Forces with a switchboard is 5%
- The Force is unable to differentiate between positive abandonment and true abandonment



We need to reduce the number of abandoned non-emergency calls

CCC Improvement Plan

- CCC and Robotics Teams are working to enable tracking of callers to identify types of abandonment and if/how they return
- New Status Wall Board provides situational awareness
- Demand project and planned review of the existing 'shift planner' will ensure the right people are performing the right function at the right time
- QueueBuster



We need to reduce the number of abandoned non-emergency calls

Performance Improvement

- Abandonment Rate for October 2024 currently sits at 18.9%
- Strong performance and further improvements expected

