



David Keane
Police & Crime
Commissioner
for Cheshire

Call Management Audit Scheme for Cheshire

Annual Report 2017/18

Introduction

1. The scheme was introduced in 2014 to ensure that the public's needs and expectations were being met through the application of call handling and incident response standards.

Annual Report 2017/18

2. This Annual Report captures details of the work of the Call Management Audit Scheme within Cheshire from 01 April 2017 to 31 March 2018.

Operation of the Scheme

3. Call Management Auditors are exclusively members of the local community who volunteer to provide independent and invaluable feedback on the manner in which the Constabulary interacts with the public during telephone contact. Call Management Auditors visit the Force Control Centre (FCC) bi-monthly to undertake an audit of randomly selected non-emergency calls received by the Constabulary's Force Control Centre.
4. As of 31 March 2018, Cheshire's Call Management Audit Scheme had two Call Management Auditors.
5. Any performance relating to specific categories of crimes/incident type which have been of concern to the Commissioner are selected to be audited. Up to ten calls are randomly selected from a list of recent calls supplied by the FCC. The FCC Manager plays recordings of calls selected to enable the Call Management Auditors to review.
6. The Call Management Auditors complete a report for each call audited, recording their comments in relation to the way in which the call was dealt with, issues that the FCC need to address and any areas of learning/development for the call handler. Following the audit, the FCC Manager responds to the issues raised where necessary and details the action taken via a report to the Commissioner.

Audit Data

7. The following table details the 48 calls that were audited between 01 April 2017 to 31 March 2018 as well as some of the comments provided by the auditors.

Date of Audit	Category of Call	No. of Calls Audited	Auditor Comments
06/04/2017	Rape & Sexual Assault	9	<ul style="list-style-type: none">- Good questioning skills, good empathy, a lot of information provided. Vulnerability identified.- Complicated call with vulnerable children identified and advice welcomed.- Good rapport developed with reluctant caller.- Handled very distressed caller with excellent rapport. Interview arranged with full acknowledgement of callers wishes. Very good call.- Caller probably very happy with the call. Lots of information given. Good call - could have been shorter.
13/09/2017	Vehicle Crime	10	<ul style="list-style-type: none">- Handler lovely and calm as caller was upset. Plenty of advice given. Very good call.- Good call - good questioning. Advice given to caller re protecting forensic evidence.- No incident number given.- Caller probably pleased with call although some unexplained silences/gaps.- Caller probably happy with how call was dealt with. Lots of info requested and given. Postcode query?

Date of Audit	Category of Call	No. of Calls Audited	Auditor Comments
			Incident number not given. - Good questioning - next steps explained - good rapport and sympathy shown.
01/11/2017	Missing Persons	10	- Very good call. Well handled - reassurance given to distressed caller. Informed of 'live' progress. - Very good call. Rapport developed. Caller following client, therefore hard to hear. Kept caller updated until officers arrived. - Not a good call although caller may have been satisfied. No rapport. Sometimes abrupt. Didn't explain long silences. Didn't seem to actively listen (asked same question more than once). Sighing audible. - Good call. Professional to professional. Explanation of pauses good. Good questioning - followed proforma.
13/12/2017	Fraud	10	- Possible vulnerability not identified on records. Follow up text offering visit made. Otherwise good call. - Good rapport - good questioning. Follow up visit. Caller happy with call. - Caller very confused. Operator handled call very well. Explained exactly what she was doing during call. Handled caller's frustration well. Follow up visit arranged. - Handled very well - empathic sympathetic. Caller vulnerability identified - reassurance visit arranged. Very good call.
09/02/2018	Domestic Abuse	9	- Call handler very calm with very distressed caller. Provided lots of information to caller during call. Detailed questioning. Alleged assault of 18 year old daughter not recorded. - Call handled very well in difficult circumstances. Lots of shouting. Caller reassured police on the way. Several vulnerabilities identified. Caller satisfied with response. - Difficult call, well handled. Vulnerabilities identified. - Generally a good call. Good questioning and giving advice all through the call. No incident number given. Pregnant daughter present - not recorded.

Training & Development

- Call Management Auditors attend an annual Call Management Audit Scheme meeting to discuss emerging issues from audits and any training needs. Call Management Auditors are also encouraged to inform the Scheme Administrator of any areas of training which they consider would be beneficial, as and when they arise.

Contact

- For further information in relation to the Call Management Audit Scheme, please contact:

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Cheshire Constabulary Management Response

- 10.** We are grateful to the auditors for their commitment, insights and balanced commentary during the call audit process. The auditor's comments are reviewed after each audit and ensure that all feedback – positive and negative – is provided to the audited call takers. In the case of negative feedback, the appropriate interventions are implemented with regard to education and training.

- 11.** In addition to the auditors feedback, the Force Control Centre have an ongoing Quality Assurance Framework in place and a monthly 'Lessons Learnt' bulletin which focuses on delivering a quality response that meets the needs and expectations of the public from the first point of contact. We concur with the comments made by the auditors which will support the development of staff and delivery of service to the public.