

CALL MANAGEMENT AUDIT SCHEME: ANNUAL REPORT 2015-16

BACKGROUND

- 1 The Commissioner introduced the scheme in 2014 to monitor the process to ensure that the public's needs and expectations were being met through the application of call handling and incident response standards. Two Call Management Auditors (volunteers) visit the Force Control Centre (FCC) bi-monthly and undertake a quality assurance audit of the process for dealing with primarily non-emergency calls.

OPERATION OF THE SCHEME

- 2 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 the calls to the Auditors who then undertake a review.
- 3 The Auditors complete a report for each call audited, recording positive and negative comments about the way 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 through reports to the Commissioner.

OVERVIEW

- 4 In 2015/16, calls relating to reporting of burglary; theft from vehicles; sexual offences and rape; missing from home; robbery/mugging; and fraud were audited.
- 5 The following table details the 33 calls which have been audited in 2015/16 and some of the issues raised by the Auditors.

Date of Audit	Category of call	No. of calls audited	Issues raised
11/4/15	Theft from Vehicle	9	<p><u>Negative comments</u> none</p> <p><u>Positive comments</u></p> <ul style="list-style-type: none"> • Operator handled call well. Was very patient with this difficult caller. Good call handling. • Well taken call. Operator dealt with it fairly well. • Well handled call. Good questions/skills.
27/6/15	Sexual Offences and Rape	6	<p><u>Negative comments</u></p> <ul style="list-style-type: none"> • Communicated well during difficult call, however, Operator did not record all the

			<p>information received on the log - eg. more witnesses to the incident and incident happened near to a school.</p> <p><u>Positive comments</u></p> <ul style="list-style-type: none"> • Good call. Good questioning - professionally dealt with. • Third party caller dealt with very well. Good liaison between caller and operator to gain info from victim. Good call • Good questioning skills. Business like. Not particularly empathic.
24/8/15	Missing from home	6	<p><u>Negative comments</u></p> <ul style="list-style-type: none"> • Call handler might have kept caller informed during long silences <p><u>Positive comments</u></p> <ul style="list-style-type: none"> • Empathic and reassuring. Operator explained his silences during process of recording. • Professional call - well handled - procedures followed • Well handled call. Good questions/skills.
26/10/15	Robbery/Mugging	10	<p><u>Negative comments</u></p> <ul style="list-style-type: none"> • Difficult call – however, operator could not disguise frustration. Language problems and caller very shaken. No empathy. • Pro-forma led call - operator could have used initiative more to avoid repetition of questions. <p><u>Positive comments</u></p> <ul style="list-style-type: none"> • Empathic - concerned re vulnerability. Not an easy call - well handled • Operator showed empathy in difficult circumstances. Confusing/contradictory information well recorded • Good call. Good questioning skills. Professional conversation
25/1/16	Fraud	10	<p><u>Negative comments</u></p> <ul style="list-style-type: none"> • On many calls there are periods of long silences from the operators - to avoid these could they explain what they are doing to the caller? <p><u>Positive comments</u></p> <ul style="list-style-type: none"> • Brilliantly handled - excellent call. Difficult circumstances - understanding & sympathetic • Good call - well recorded by Operator