



Creating a safer
Cambridgeshire

Contact Management within Cambridgeshire Constabulary

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1. SERVICE PROMISE

Cambridgeshire Constabulary aims to deliver the highest level of service and to ensure that all telephone calls are handled in a timely and professional manner. All callers will be treated with integrity, respect and professionalism. We will provide a coherent and robust method of ensuring that those making contact with Cambridgeshire Constabulary feel listened to, understood, informed and thereby protected and safe.

We aim to answer all emergency calls within 10 seconds.

We aim to answer all non-emergency calls within 30 seconds.

After an initial triage and risk assessment of a non-emergency call has taken place and it is established that a transfer to a suitably skilled operator is required, the caller will be advised that their call is being transferred and given an indication of the current call waiting time. We aim to answer the transferred call within 120 seconds. In non-urgent cases and where appropriate, callers who do not wish to hold will be given the opportunity to leave details and receive a return call from an operator.

2. CALL HANDLING STANDARDS

Staff handling calls will act with integrity and treat everyone they deal with fairly and openly. Callers will be treated politely and with respect. Callers concerns will be taken seriously. Call Handlers will explain what the police are doing to address the callers concerns, including whether or not police will be taking action and why. Where appropriate, callers will be advised of other agencies or organisations that could assist.

3. CALL HANDLING PROCEDURES

Emergency Call Handling

999 (and 112) calls are received in the Force Control Room. On receipt of a call the telephone operator will assess the call so that it can be dealt with appropriately. As soon as sufficient detail has been obtained the call handler can pass the information via an incident to a dispatcher who can allocate appropriate resources depending on the nature of the emergency.

Silent 999 calls received from mobile phones:

999 calls received from mobile phones which have no background sounds at all or calls with background sounds but no speech (e.g., passing traffic, footsteps), will be transferred by BT to the 'Silent Solution' service where the caller is requested to press '55' on their phone to indicate that they have an emergency. If 55 is detected, BT will connect the call to the Police. On receipt of the third silent

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call from a mobile, the BT Operator will connect the call to Police announcing 'BT connecting mobile number 07xxxxxxx with a repeat call attempt and no service request, this is third attempt since xx time.' Police Call Handlers will log the call accordingly (Cross reference Force Graded Response Policy).

Silent 999 calls received from landline telephones

Silent 999 calls from landline telephones will be logged and graded as per Force Graded Response Policy and made subject of a check. If this check reveals nothing untoward at the address then a call back will be made. In the event of a call back, contact is made revealing nothing untoward at the address then the log can be suitably updated and flagged for closure. If the check reveals cause for concern then the log can be transferred to the relevant FCR dispatcher having been graded in accordance with the Force Graded Response policy for officer dispatch. Call backs will not be made where a history on an address shows recent violent or domestic incidents. If a call back is unsuccessful, the incident will be graded according to the circumstances known for a welfare check to be conducted at the address.

Silent 999 calls from telephone kiosks

Silent 999 calls from telephone kiosks will be logged. If there are no aggravating factors they will be graded non attendance and no further action taken. If there are aggravating factors the log will be created into an incident and graded in accordance with the Force Graded response Policy and then transferred for officer dispatch by the relevant control room operator. Aggravating factors are defined as any unusual factor which causes concern (e.g. time or location of the call, previous history or background noises).

Noisy / abandoned 999/112 calls from mobiles:

Noisy / abandoned 999/112 calls from mobile telephones where the nature of the noise gives cause for concern as to the well being of the caller, or other persons in the vicinity but no location is known will be graded in accordance with Force Graded Response Policy and created into an incident. Efforts may, if appropriate, be made to call back the number to identify the location at which time the log may then be re-graded. The log will also be transferred to the Control Room Supervisor, who will consider whether the criteria are met for any further form of intervention.

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Non Emergency Call Handling

Callers contacting Cambridgeshire Constabulary via a non emergency number will initially be connected to an automated call handling solution that will give the option of being automatically transferred to a Custody Suite, to a named individual, to dial the extension number if known or to hold on the line for an Operator within the Police Service Centre.

On receipt of a call the PSC Operator will carry out one of the following actions:

- Forward the call to an individual or department – if this is specifically required or requested by the caller.
- If a call received is not a police matter, the PSC Operator will give suitable advice. The caller will be advised of the relevant agency/organisation which should be contacted to help resolve their problem. An incident will be recorded if required in order to comply with National Standards for Incident Recording.
- Where a call for service is received, the PSC Operator will:
 - Create an incident record.
 - Assess threat, harm and risk and grade the incident according to the Force Grading Policy.
 - Resolve the incident at first contact or, if identified that a police response is required, assess the most appropriate method of providing this. Where an immediate or priority response is required the incident will be transferred to the Force Control Room for a resource to be deployed. Where a contact does not require an immediate or priority response but still requires police attendance, it will result in a scheduled appointment response. This appointment is likely to take place at a police station.
- Record details of a crime in line with National Crime Recording Standards and Home Office Counting Rules.

A multi-skilled PSC Operator will be trained in all the above areas of business. This means that they will be able to receive a call, triage it appropriately to establish where the call needs to be transferred to, transfer the call, raise a crime or incident as required.

At times of high call demand, supervisors will ensure that calls requiring an immediate response are identified through a triage system.

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If an operator carrying out a switchboard triage function is presented with any information which would require an emergency/immediate response and they are trained to record incidents, they will not pass the caller to another operator within the Police Service Centre, they will continue with the call by recording an incident, grading the incident appropriately and transferring it to the FCR for dispatch. If they are not trained to record incidents they will transfer the call to the FCR emergency line, announcing the details of the caller and the reason for the call before connecting.

Facilities to Aid Communication via the Telephone System

The Constabulary will make use of telephonic interpreting services for those who cannot communicate in English.

- Multilingual Support Officers (members of the local community) are employed by the Constabulary to provide interpreting and translation services for non evidential procedures. Instructions for use can be found on the Force Intranet (Camnet) under the Interpreting and Translations Services Microsite.
- Language Line is an agency which provides the Constabulary with telephone interpreting services. Instructions for use can be found on Camnet under the Interpreting and Translations Services Microsite.
- The FCR and PSC have the facility for SMS text, for use by people who have hearing and/or speech difficulties but users should be aware that a conversation via text messaging is not possible. At this stage, publication of the telephone number has been limited to representatives of the deaf and speech impaired communities who have registered their details with Cambridgeshire Constabulary.
- The Police Enhanced Access line (PEAL) is a service for people who have difficulties with communication and who may benefit from additional support when contacting the police. This service provides pre registered citizens' direct access to a highly trained police call taker if they ever need to contact Cambridgeshire Constabulary. Details of how to register for this service can be found on the Cambridgeshire Constabulary website

Vulnerability

Contact may be received from vulnerable victims, their representatives or third parties. We have a strategy in place to ensure that reported incidents are appropriately managed and extra support is provided as necessary. Where such contact is received directly from the victim, in order to provide necessary support, call handling staff will ensure that:

- The victims complaint is taken seriously
- That the victim is treated with respect, compassion and empathy

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- Specialist teams are consulted for advice and guidance where appropriate
- Other agencies are consulted where appropriate

Where contact is received from a representative or third party, call handling staff will ensure that:

- Contact details of the person reporting and the capacity in which they are reporting are established.
- Specialist teams are consulted for advice and guidance when necessary
- Other agencies are consulted where appropriate

4. ALTERNATIVE MEANS OF CONTACT

In order to meet the needs of the public, Cambridgeshire Constabulary provides services that are easily accessible, simple to use, streamlined, convenient and transparent. The force will direct all enquiries and messages to the appropriate person or department and ensure that a timely response is provided.

- There is a facility on the force website (www.cambs-police.co.uk) which allows direct messaging from residents to their local policing team. The website also provides the facility to send a general enquiry, send details of dissatisfaction or to give praise to our officers or staff. The initial response is managed by the PSC who will then pass the enquiry to the appropriate individual or department.
- In order to engage with people who may not use traditional media, we have accounts on Twitter and Facebook where people can keep up to date with the force and leave messages and comments. This will be subject to continued development in line with advancing technology and public demand.

5. DEALING WITH COMPLAINTS AND DISSATISFACTION

If a caller feels that they have not received a high level of service from Contact Management staff they can make a complaint. This complaint may be made in person at a police station, by post, e mail, by telephone or by using an on line form which can be found at www.cambs-police.co.uk. We are committed to investigating all complaints or reports of dissatisfaction, identifying learning opportunities and taking action as appropriate. We will ensure that we engage with the caller in order to establish full details and to provide a resolution to the complaint within a timely manner.

6. TRAINING AND ACCREDITATION REQUIREMENTS

Police Service Centre

Switchboard Operator Training

Command & Control Call Taker (and associated procedural training)

Crimefile

Crime Recording (Criminal Law and HOCR/NCRS)

PNC Enquiries and Updates

Force Control Room

Command & Control Dispatcher (and associated procedural training)

PNC Enquiries and Updates

5. ASSOCIATED DOCUMENTATION

[Legislation/ National Guidance](#)

National Contact Management Principles and Practice

National Contact Management Strategy

National Crime Recording Standards

National Standard for Incident Recording

Home Office Counting Rules

[Strategy/ Plan](#)

Police and Crime Plan

[Policies](#)

Force Graded Response Policy

Manual of Standards for Safeguarding of Vulnerable Adults

6. EQUALITY ANALYSIS

Name of Sponsor	Det Supt Chris Mead
Name of Author	Tracy Blackwood
Description of proposal being analysed	Contact Management within Cambridgeshire Constabulary
Date analysis started	12 th April 2013
Date analysis finished	19 th April 2013
<p>This analysis is being undertaken as a result of:</p> <ul style="list-style-type: none">• A new or updated policy or procedure. <p>Note – For ease of use of this document , we will refer to all of the above as “proposal”</p>	

STEP 1 – Relevance

The general duty is set out in section 149 of the Equality Act 2010. In summary, those subject to the Equality Duty must have **DUE REGARD** to the need to:

- eliminate unlawful discrimination, harassment and victimisation;
- advance equality of opportunity between different groups; and
- foster good relations between different groups.

Authors have a statutory requirement to have **DUE REGARD** to the relevant protected characteristics shown below, whilst taking a common sense approach

- age
- disability
- gender reassignment
- marriage & civil partnership*
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation

*marriage and civil partnership – the analysis applies only to the elimination of unlawful discrimination, harassment and victimisation.

Section 23 of the Equality Act 2006 allows the Equality and Human Rights Commission (EHRC) to enter into a formal agreement with an organisation if it believes the organisation has committed an unlawful act.

Under section 31 of the Equality Act 2006, the EHRC can carry out a formal assessment to establish to what extent, or the manner, in which a public authority has complied with the duty.

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Additional guidance can be found by accessing the EHRC website:

<http://www.equalityhumanrights.com/advice-and-guidance/public-sector-equality-duty/guidance-on-the-equality-duty/>

Does this proposal have a direct impact on people who:	a) are any part of the Police workforce (including volunteers)?	YES
	b) reside in any part of England and Wales	YES
If NO to both questions	<i>Explain why and give rational</i>	
If Yes to either question	Continue through to Step 2	

STEP 2 – Consultation / Engagement

You should engage with those people who have an interest in how you carry out your work generally, or in a particular proposal. This may include former, current and potential service users, staff, staff equality groups, trade unions, equality organisations and the wider community. In deciding who to engage, you should consider the nature of the proposal and the groups who are most likely to be affected by it.

The proposal owner (Sponsor/Author) must be satisfied that consultation / engagement will take place with the relevant business lead and stakeholders.

This **MUST** include engagement with the following relevant groups:

Equality and Diversity Specialist
 Staff Associations
 Staff Support Groups
 Relevant community groups and members of the public

In addition, consider who else should you consult with internally and externally?

Who might be affected?

Does what you are considering further the aims of the general duty, to

- eliminate unlawful discrimination, harassment and victimisation;
- advance equality of opportunity between different groups; and
- foster good relations between different groups.

Identify the risks and benefits where applicable, according to the different characteristics.

	Positive Impact or Benefits	Negative Impact or Risks
Age (<i>Consider elderly or young people</i>)		No adverse impact perceived.
Disability Groups (<i>Consider physical, sensory, cognitive, mental health issues or learning difficulties</i>)	<ul style="list-style-type: none"> • SMS Text service for deaf and hard or hearing. • E mail communication • Police Enhanced 	Yes <ul style="list-style-type: none"> • Deaf and Hard of Hearing. • Those with mental health illnesses or

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	Access Line	learning difficulties.
Gender Reassignment (<i>Consider transgender, Transsexual, Intersex</i>)	Operators are trained to use non gender specific language to callers. ie: not to assume gender of caller.	Yes – Risk of assumptions about a persons gender.
Marriage & Civil Partnership		No adverse impact perceived.
Pregnancy and Maternity		No adverse impact perceived.
Race and Ethnic origin – includes gypsies and travellers.(<i>Consider language and cultural factors</i>)	<ul style="list-style-type: none"> • All Contact Management staff are trained to use the services of Multi Lingual Support Officers and also Language Line. • Collecting ethnicity data will help to analyse any possible trends. 	Language difficulties where English is not the first language.
Religious / Faith groups or Philosophical belief (<i>Consider practices of worship, religious or cultural observance including non belief</i>)	<ul style="list-style-type: none"> • Callers can elect to speak with an operator of the gender they would be more comfortable with. • A hotline is also available for callers wishing to report Honour Based crimes (Choice Hotline) which during office hours is manned by specially trained officers. 	<ul style="list-style-type: none"> • Trust issues • Certain cultures may not be comfortable speaking to an operator of a particular gender.
Sex (<i>Male, Female</i>)		No adverse impact perceived
Sexual orientation (<i>Consider</i>	<ul style="list-style-type: none"> • All staff receive 	Confidentiality

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<i>known or perceived orientation, lesbian, gay or bisexual)</i>	<p>training relating to Data Protection and confidentially.</p> <ul style="list-style-type: none"> • A Victim Care Contract is completed for callers reporting crime where their preferred contact options are agreed. 	
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	Positive Impact or Benefits	Negative Impact or Risks
Have you considered how this decision might affect work life balance? (<i>Consider caring issues re: childcare & disability, safeguarding issues, environmental issues, socio economic disadvantage, and low income families.</i>)		No adverse impact perceived.

STEP 3 – Assessment

Complete the assessment by analysing the effect of your proposal and detail the outcomes.

What were the main findings from any consultation carried out?

What feedback has been received?

Using the information you have gathered and consultation that you have undertaken answer the following questions. This will help you to understand the effect on equality your proposal might have.	
Has the feedback indicated any problems that need to be addressed?	None
Describe and evidence any part of the proposal which could discriminate	N/A
Can the adverse impact identified be justified as being appropriate and necessary? If so, state what the business case is:	N/A
Where impact and feedback identified, what, if anything can be done?	N/A
What outcome will be achieved that demonstrates a positive impact on people?	

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STEP 4 - Monitoring and Review

Equality Analysis is an ongoing process that does not end once a document has been produced.

What monitoring mechanisms do you have in place to assess the actual impact of your proposal?	Monitor use of SMS texting, PEAL, Multi Lingual Support Officers and Language Line.
Review Date: First review must be no later than one year.	

STEP 5 - Sign Off

Once the Equality Analysis is complete it should be signed off by the Proposal Sponsor. This sign off is confirmation that the analysis is accurate, proportionate and relevant and actions will be delivered as required.	
Approved by Senior Officer / Proposal lead	