



Creating a safer
Cambridgeshire

CONTACT MANAGEMENT ACTION PLAN – NON EMERGENCY CONTACT

ACTION	OWNER	DUE DATE	UPDATE
PERFORMANCE MEASURES			
Develop and publish a performance Framework around 101 performance improvement	T Blackwood N Stacey	1 st December 2013	
Establish an abandonment rate of less than 5% as per the National Contact Management Principles and Guidance for all calls handled within the Police Service Centre (To be reviewed on a monthly basis across all 3 lines in the PSC).	T Blackwood C Mead	1 st December 2013	
Develop a feedback spreadsheet that incorporates all positive and negative feedback from any source for Contact Management. Identifying any learning and taking action as appropriate.	E Essad T Blackwood	1 December 2013	
Effective management of CM staff in order to ensure talk and wrap times are efficient and commensurate to risk and issue reported.	T Blackwood E Essad	1 st December 2013	
To ensure qualitative performance is measured every call handler will continue to be subject to regular dip sampling of their calls with feedback being provided.	T Blackwood E Essad	1 st December 2013	



Creating a safer
Cambridgeshire

CONTACT MANAGEMENT ACTION PLAN – NON EMERGENCY CONTACT

Benchmark Contact Management performance against the targets of other police forces in the region and how they perform against those targets.	T Blackwood	1 st December 2013	
SUPPORT			
Explore the feasibility of FCR providing secondary call handling support to the PSC.	Ed Essad Tracy Blackwood	1 December 2013	
Provide Neighbourhood Watch Coordinators with an enhanced service to report incidents/suspicious activity.	Ed Essad Tracy Blackwood	1 st December 2013	
IMU to provide crime/fraud recording support	T Blackwood D Human	1 December 2013	
Establish tighter parameters with regards to the IRT and how they handle SC graded incidents	E Essad M Woolner	1 st December 2013	
Ensure maximum use of EO slow periods to improve performance within the PSC.	C Mead T Blackwood S. Truss	1 st December 2013	
Explore the possibility of using volunteers for tasks/functions within Contact Management	Tracy Blackwood Ed Essad	1 st December 2013	



Creating a safer
Cambridgeshire

CONTACT MANAGEMENT ACTION PLAN – NON EMERGENCY CONTACT

IT SOLUTIONS			
Continue to maximise use of GMT Planet to ensure optimum efficiency around resource management.	T Blackwood	On-Going	
Maximise benefits of Social Media	Ed Essad	1 st December 2013	
Explore alternative methods of contact for the public in order to reduce telephone demand.	T Blackwood	1 st December 2013	
WORKFORCE MODERNISATION			
Explore, develop and implement a workforce modernisation plan, specifically exploring options for staff to work from home.	T Blackwood Chris Mead	On-Going	
Explore private industry to identify current best practice	T Blackwood	1 st December 2013	
Develop Contact Management Strategy	T Blackwood E Essad	1 December 2013	
Maximise the Force's use of Voicemail.	Steve Smith Tracy Blackwood	1 st December 2013	