



**To:** Business Co-ordination Board

**From:** Chief Constable

**Date:** 25 November 2013

## **CALL HANDLING UPDATE**

### **1. Purpose**

1.1 The purpose of this paper is to present an update to the board on the actions progressed by the constabulary to improve non emergency call handling performance. This involves the development of a call handling procedure and an associated action plan.

### **2. Background**

2.1 Following the identification of instances of disappointing service delivery and increased secondary waiting times when answering non emergency calls, the constabulary undertook a review to understand the extent of the issue and to identify any relevant recommendations or actions necessary to improve performance.

### **3. Contact Management Procedure**

3.1 Following this review, the constabulary has developed a Contact Management procedure which defines the service promise and call handling standards that the public can expect when calling Cambridgeshire Police.

3.2 This procedure can be seen at Appendix A.



3.3 Aligned to this procedure is an action plan which identifies the activities that will be undertaken in order to deliver the service promise and to improve call handling performance.

3.4 The action plan can be seen at Appendix B

**4. Monitoring**

4.1 The implementation of this action plan will be monitored through regular monthly updates provided to the board.

**5. Appendices**

Appendix A – Contact Management Procedure	 Contact Management Procedure
Appendix B – Contact Management Action Plan	 Contact Management Action F

**6. Recommendation**

6.1 The Board is invited to note the content of the report.