

The Nottinghamshire Police and Crime Commissioner's response to the publication of Her Majesty's Inspectorate of Constabulary's, Fire and Rescue Services (HMICFRS) - A call for help - Police contact management through call handling and control rooms in 2018/19 (Jul 2020).

[The report can be found here](#)

In March 2020 HMICFRS suspended its inspection activity to enable forces and fire and rescue services to focus on dealing with the Covid-19 pandemic. HMICFRS deferred this report's publication as part of this suspension.

In this national report HMICFRS concludes Police Control Rooms are in danger of being overwhelmed by the ever rising and increasingly more complex demands they face but the findings are based upon evidence collected before the pandemic was declared.

HMICFRS states that police control rooms are hampered by inconsistent management systems and are often taking calls which are neither emergencies nor routine police work, and which would be better dealt with by other agencies. Furthermore, this added demand can also result in calls from vulnerable people going unanswered or assessed. Adopting a more consistent approach should help forces to better meet this demand.

The inspection also found:

- inconsistencies in how forces manage complex demand and resolve calls without deploying officers;
- that many forces don't have effective systems in place to manage the risk and volume of work increased demand creates;
- there are still inconsistencies in how the police respond to vulnerable people; and
- that some forces do not offer any trauma support to call handlers.

This is a national report and it is unclear the extent to which these issues apply to Nottinghamshire Police. However, the report identifies 8 'Next Step' areas that police forces should assess against.

I have been keen in recent years to ensure that police demand is fully understood and managed as effectively as possible. For example, in my Police and Crime Delivery Plan (2019-20) I set the Chief Constable a strategic objective to work with independent external partners to further improve understanding and management of policing demand. This work was undertaken by CREST and has been very helpful in better understanding current and future demand on the service.

The Force operates a graded response policy and undertakes a risk assessment at the first point of call to ensure that calls are prioritised. My Police and Crime Plan (2018-21) contains a performance framework and includes the following measures relevant to monitoring demand for service:

- Calls for Service: 999
- Abandoned Call rate: 999
- Calls for Service: 101
- Abandoned Call rate: 101
- Response times: Grade 1 Urban
- Response times: Grade 1 Rural
- Response times: Grade 2

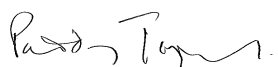
My governance arrangements ensure that changes in performance are identified and responded to.

The HMICFRS report highlights the lack of agreed and consistent national standards for how long it should take to attend an emergency which makes it difficult to draw meaningful comparisons between forces; that the public have no way of understanding how the service they are receiving compares with other forces, concluding that it is time for the police service to agree a national set of response standards for emergency calls.

I welcome any recommendations which would help identify improvements in service delivery but care should be taken to ensure that any comparisons are comparable.

The Force will continue to use its dedicated 4ACTION database for tracking and responding to all HMICFRS recommendations and areas for improvement overseen by the Deputy Chief Constable. The Force also provides regular HMICFRS update reports to my Joint Audit and Scrutiny Panel (JASP) who provide additional scrutiny in these important areas.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Paddy Tipping', with a stylized, cursive script.

Paddy Tipping
Police and Crime Commissioner