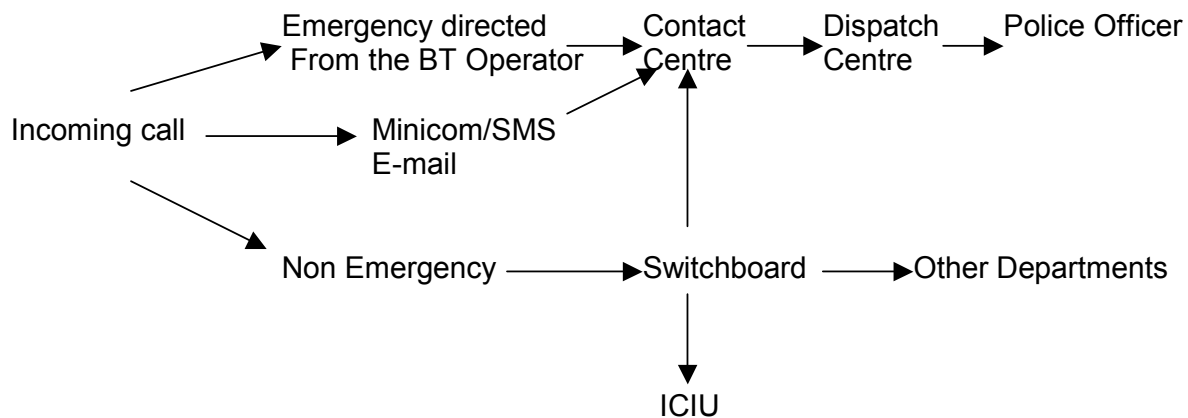


Call Handling.

The Contact and Dispatch Centre is made up of 4 main sections:

- Switchboard – This is the 1st point of contact for the Public contact number.
- Contact Centre - Log and grade all 999 and Non Emergency calls
- Dispatch Centre - Ensure that units are dispatched according to the grading policy.
- ICIU – Initial Crime investigation Bureau – Deals with incidents resulting in recorded crimes.

Calls that are coming into the contact centre are directed as follows:



Before calls are sent from the Contact Centre to a Dispatch they are graded.

Calls are graded as follows:

- A - Emergency - immediate threat to life or property.
Target time to respond 10 min Urban, 20 Min Rural.
- B - Priority
Target time 45mins
- C - Scheduled
Target time within 4 Hours unless by prior appointment but within 48 hrs
- D - Non Attendance

Resolve not resource Policy:

We aim to resolve any call to the Contact and Dispatch Centre as soon as is reasonable, responding to the needs and circumstances of the individual concerned and without the unnecessary deployment of resources. In deciding that a deployment of police resources is unnecessary the CDC agent or supervisor should be satisfied that the incident is not one that requires a Grade A, B or C response as defined within the Grading and Deployment Policy.

Currently our performance Year to Date is:

- **999 - We have answered 89% of calls within 10 seconds**
Against a Target of answering 90% of calls within 10 seconds
- **Non Emergency - 68% of calls have been answered within 30 seconds.**
Against a Target of answering 70% of calls within 30 seconds
- **Switchboard - 97% of calls have been answered within 30 seconds.**
Against a Target of answering 90% of calls within 30 seconds
- **ICIU - 66% of calls have been answered within 30 seconds.**
Against a Target of answering 60% of calls within 30 seconds

The table below shows how our calls have increased in the past 2 years:

% increase May 2004 to Oct 2006		
999 Calls	Non – Emergency Calls	Overall
-9.5%	14.9%	7%

NUMBER OF CALLS:

999

In 2004 - 106,657
in 2005 - 102,524
Up to Oct 2006 - 62,557

Non Emergency

In 2004 - 236,460
in 2005 - 258,162
Up to Oct 2006 - 167,756

ICIU

In 2004 - 57,639
in 2005 - 70,420
Up to Oct 2006 - 39,254

There will be occasions where technical and operational problems will affect the handling of calls. However should you have any specific issues you wish to raise, it is helpful to have the following details available wherever possible:

- Date & time of the call
- The number from which the call was made
- Who made the call?

This will enable us to research the call and answer any queries.