

## **Surrey PCC Response to HMICFRS Report: A call for help: Police contact management through call handling and control rooms 2018/19**

I very much welcome this report from HMICFRS. Surrey residents tell me how important it is to be able to contact police in a timely manner on the 999 and 101 non-emergency number. Surrey Police have a very good record on prompt and efficient answering of 999 calls. In the past 101 answering times have been of concern to residents, but I am pleased to say are now at a good and consistent level of performance. Feedback on action taken following contact with Surrey Police is also overall positive.

I have asked the Chief Constable to comment on the report and to provide a full response on how Surrey Police is addressing each of the Areas for Improvement for Chief Constables covered in the report. The Chief Constables response was:

*"I welcome the HMICFRS report "A call for help: Police contact management through call handling and control rooms in 2018/19" which recognises that, nationally, demand is in danger of overwhelming the police service and is becoming more complex in nature with increasing calls for service linked to vulnerability e.g. mental health. The report suggests a number of next steps for better contact management six of which have been adopted as formal areas for improvement (AFIs). These AFIs will be recorded and monitored through our existing governance structures to ensure there is oversight of all areas."*

In terms of the Areas for Improvement highlighted in the report, I am pleased to report that Surrey Police already assess risk at all points of contact. Although the force does not have a dedicated vulnerability desk, all Contact Centre and Force Control Room staff are trained in the THRIVE (Threat, Harm, Risk, Investigation Opportunities, vulnerability and Engagement) process and all incidents closed are reviewed by an experienced risk assessor. Staff are well trained in the Contact Centre and there is a career development pathway.

Investment in technology for inform and improve risk assessment is ongoing and a new Command and Control System is shortly to be introduced which will assist in identifying risk and vulnerability. I'm also pleased to say that Surrey Police have been heavily involved in the new National Contact Management Strategy so are well placed for its implementation in Surrey. Surrey Police is fully engaged with Single Online Home and in social media projects, including the new introduced Digital 101, allowing reports via Facebook, Twitter and Livechat.

Overall, I believe this is an area of strength for Surrey Police. But as for all national Areas for Improvement, progress is being monitored by Surrey Police and scrutiny of progress is carried out by my office.