



BRITISH
TRANSPORT
POLICE

Agenda Item 5

REPORT TO: Stakeholder Relations and Communications Strategy Meeting
DATE: 10 December 2008
SUBJECT: Control Rooms Performance Report
SPONSOR: Assistant Chief Constable Alan Pacey
AUTHOR: Wayne Smith

1. PURPOSE OF PAPER

- 1.1 Performance Analysis of Contact Management within Force Control Rooms over the period 1 September 2008 to 30 November 2008.

2. BACKGROUND

- 2.1 There is a requirement on Police Forces under National Call Handling Standards, to audit data on National Call Handling Targets:
- Emergency Calls 90% to be answered within 10 seconds
 - Non Emergency Calls 90% to be answered within 40 seconds.

3. OPTIONS

- 3.1. None proposed.

4. FINANCIAL IMPLICATIONS

- 4.1 None.

5. RISK IMPLICATIONS

- 5.1 None

6. DIVERSITY ISSUES

- 6.1 None



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7. RECOMMENDATIONS

- 7.1 For Members to note the contents of the paper.