



**BRITISH
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Agenda Item 5

REPORT TO: Stakeholder Relations & Communications Strategy Committee
DATE: 20 October 2009
SUBJECT: Contact Management
SPONSOR: ACC Alan Pacey, Operations
AUTHOR: Supt Robert Pacey, Operations

1. PURPOSE OF PAPER

1.1 To update the Stakeholder Relations & Communication Strategy (SR&CS) Committee concerning the actions arising from the full Authority meeting dated 14 May 2009.

2. BACKGROUND

2.1 At the 12 March meeting, the following actions were agreed in relation to Contact Management:

- No 9: 'British Transport Police (BTP) to review the data standards in place on the call handling database.'
- No 11: 'The Force to bring any updates on control centre activities to the SR&CS Committee in October.'

3. UPDATE

3.1 Since the above actions were agreed the following processes have been reviewed and improved:

- A rationalization of the radio channels has occurred resulting in one dedicated operational channel for each Area. Consequently, this has now released the resources for the Birmingham Control to have a dedicated Police National Computer (PNC) channel to support front line officers. The impact is that there are fewer repeat radio



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transmissions to BTP's Control Room London (FCRL) who provide PNC radio checks for the South of England.

- The daily performance sheet has been extended to include outgoing calls. (See Appendices A & B.) Also, we monitor the performance of a number of other different issues within the Birmingham Control Centres as listed below:
- Telephony Reporting:
 - Inbound Calls (daily)**
 - Emergency, Non Emergency External (split between 0800 and rail network calls), Non Emergency Internal and PNC calls have the following telephony metrics and performance measures reported on a daily basis which aggregates into a monthly report.
 - Calls Offered
 - Calls Answered
 - Calls Abandoned
 - Abandonment Rate (Target – Less than 5%)
 - Service Level (Target – 90% answered within threshold)
 - Average Handle Time
 - Speed to Answer
 - Time to Abandon

Outbound Calls (daily)

- Calls from the FCRL, FCRB and FCC to external and internal clients are reported by
- Volume of calls made
- Volume of calls made / Volume of calls answered into each centre



Transfers (daily)

- The following transfer data is reported on a daily basis
- Transfers from Transfers into CRC from
- FCC Police officers
- FCRB FCC, FCRB, FCRL
- FCRL

3.2 During the first quarter of 2010 all of the above data will be analysed to establish a baseline following nine months of operation. Additional KPIs will be set for the 2010-11 annual business plan.

3.3 Additional reports are published within the FCRB and FCC:

- Daily Individual/Team FCC Occupancy
- Daily Individual/Team FCC Average Call Duration
- Daily Team Emergency Calls performance
- Daily Intra day Call performance for Emergency Calls, Non Emergency external calls, non emergency internal Calls.

3.4 Additional reports are produced by the Centre Manager and Admin support:

- LU109 call performance for TFL and LU management
- FMI reporting for BTP Strategic Services
- Strategic Plan, Audit & Compliance Monitoring Compliance BTP Strategic Services.

3.5 Additional reports are used by the Centre Manager and Admin Support:

- Call Categories received into the FCC
- Agent utilisation breakdown
- Outbound calls dialled analysis
- Agent whereabouts against demand profiling.



- 3.6 In August 2009, BTP commenced a pilot scheme involving Incident Exchange using the Command & Control System with Derbyshire Police. This continues to be developed and is proving to be useful in reducing the need for the Control Rooms to telephone each other. We are currently in discussion with a number of other Forces to move this forward.
- 3.7 The short texting scheme is now in its testing stages and it is anticipated that this will be live to the public and industry in early October.
- 3.8 Furthermore, we are currently reviewing our processes to establish which further appropriate changes are required to meet the Policing Pledge requirements concerning 'calling back persons reporting incidents within 15 minutes' and 'quality of service demands'.
- 3.9 On 26 August 2009, Birmingham City Centre suffered a complete power failure. However, because the need for disaster recovery processes was identified within the project and facilities have their own generator, the Control Room and First Contact Centre were able to continue with business as usual with no impact on the service delivered to front line officers.
- 3.10 Finally, after visiting the Birmingham Control Room and First Contact Centre, the Chair of the BTPA usefully suggested that the Force might wish to consider applying for accreditation with the Customer Contact Association (CCA). We have made enquiries with the CCA and they would be willing to support the Force but there are financial implications in order to achieve this. (Approximately £5,000 - £10,000).
- 3.11 Taking into account that the Control Room and Contact Centre in Birmingham has only been fully operational for 5 months, budgetary constraints and the fact that currently its processes are being reviewed by the Frontline First Stage 2 Programme, it is felt that at this point we



should defer applying for accreditation until some time in the future. This will be reviewed in mid 2010.

4. FINANCIAL IMPLICATIONS

4.1 There are no significant cost implications to this paper.

5. RISK IMPLICATIONS

5.1 There are no risk implications associated with this paper.

6. DIVERSITY ISSUES

6.1 There are no diversity implications associated with this paper.

7. RECOMMENDATIONS

7.1 For Members to note the contents of this paper.

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APPENDIX A- DAILY PERFORMANCE SHEET (May 2009)

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May 2009	Calls Offered	Calls Answered	Calls Abandoned	Abandonment Rate	Service Level	Average Handle Time	Speed to Answer	Time to Abandon
FCRL								
Emergency	340	334	6	1.76%	87.94%	69	4.8	30
Non Emergency External	1441	1407	34	2.36%	94.17%	116	8.0	55
Non Emergency Internal	102	99	3	2.94%	95.10%	41	7.8	50
PNC	677	657	20	2.95%	95.72%	159	9.3	64
Overall	2560	2497	63	2.46%	93.79%	118	7.9	57
FCRB								
Emergency	275	268	7	2.55%	86.55%	124	5.7	70
Non Emergency External	766	725	41	5.35%	82.51%	123	10.0	60
Non Emergency Internal	166	157	9	5.42%	90.36%	122	11.1	60
Overall	1207	1150	57	4.72%	84.51%	123	9.1	61
FCC								
"0800"	1616	1566	50	3.09%	93.88%	265	3.5	38
Railnet	2569	2442	127	4.94%	93.11%	236	2.0	30
BTP Internal	182	175	7	3.85%	95.05%	186	0.8	52
Overall	4367	4183	184	4.23%	93.40%	256	2.6	34
BTP Overall Force								
Emergency (NCHS)	615	602	13	2.11%	87.32%	94	5.2	51
Non Emergency External (NCHS)	6392	6140	252	3.94%	92.27%	208	4.7	32
Non Emergency Internal	450	431	19	4.22%	93.33%	54	6.1	57
PNC	677	657	20	2.95%	95.72%	159	9.3	64
Overall	8134	7830	304	3.74%	92.24%	186	5.2	37
Calls Transferred from FCC								
	Transferred	% Transferred						
FCRL	343	16.19%						
FCRB	291	15.40%						
Overall	634	15.16%						

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APPENDIX B- DAILY PERFORMANCE SHEET (September 2009)

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September 2009	Calls Offered	Calls Answered	Calls Abandoned	Abandonment Rate	Service Level	Average Handle Time	Speed to Answer	Time to Abandon
FCRL								
Emergency	577	568	9	1.56%	91.33%	57	4.1	27
Non Emergency External	2299	2254	45	1.96%	94.87%	114	8.7	36
Non Emergency Internal	178	177	1	0.56%	97.75%	61	9.7	37
PNC	886	860	26	2.93%	95.15%	154	10.9	55
Overall	3940	3859	81	2.06%	94.54%	112	8.6	40
FCRB								
Emergency	466	465	1	0.21%	92.27%	135	4.4	46
Non Emergency External	1266	1248	18	1.42%	93.29%	132	5.9	49
Non Emergency Internal	41	35	6	14.63%	70.73%	90	22.0	48
Overall	1773	1748	25	1.41%	92.50%	132	5.8	49
FCC								
"0800"	4390	4343	47	1.07%	97.13%	182	1.7	70
Railnet	4004	3949	55	1.37%	97.75%	154	1.2	68
BTP Internal	175	173	2	1.14%	97.71%	155	1.0	59
Overall	8569	8465	104	1.21%	97.43%	168	1.5	69
BTP Overall Force								
Emergency (NCHS)	1043	1033	10	0.96%	91.75%	92	4.2	29
Non Emergency External (NCHS)	11959	11794	165	1.38%	96.50%	154	3.3	53
Non Emergency Internal	394	385	9	2.28%	94.92%	106	6.9	49
PNC	886	860	26	2.93%	95.15%	154	10.9	55
Overall	14282	14072	210	1.47%	96.02%	148	3.9	51

Calls into CRC	Transferred	% Transferred
Transferred from FCC	606	7.2%
Transferred from FCRL	98	2.5%
Transferred from FCRB	31	1.8%
Direct from Police Officers	1830	
Overall	2565	
FCRL & FCRB & FCC	735	5.2%

Calls Transferred from FCC	Transferred	% Transferred
FCRL	535	6.3%
FCRB	379	4.5%
CRC	606	7.2%
Overall	1520	18.0%

Outbound Calls	Total	Avg Duration
FCC	3448	28.5
FCRL	4467	107.4
FCRB	3237	86.7
Overall	11152	77.0



