



# **Management Information: Call Handling**

## **Report**

*Period: September 2016*

**All statistics are provisional and should be treated as management information. All data have been extracted from Police Scotland internal systems and are correct as at 20 October 2016**

**Produced by Police Scotland Analysis and Performance Unit**  
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## Commentary Notes on Management Information

Police Scotland currently has a network of service centres and area control rooms spread across the country which accept Emergency and Non-Emergency contacts.

Since the formation of Police Scotland in April 2013, work has been ongoing to integrate and remodel the structures that allow the public to contact the police, as well as the dispatch and support of officers on duty. As part of the re-structuring work, we will be investing in new technology and standardising the performance reporting information across the country.

At present there remain restrictions on the ability to report consistent data across all locations as a result of the different ICT systems which are still in use.

This will change in future but in the meantime, for the purposes of transparency, we are publishing our call handling data, along with a technical explanation and general commentary to assist with interpretation of the reports.

### Data Source

Data for the North region is obtained from legacy call handling systems, which have limitations preventing the publication of complete data. Work is ongoing to replace these systems with national ones, which will allow us to determine service delivery in a consistent manner.

Data for the East and West regions has been extracted from our call handling systems which manages calls made to the service centre via 101 or 999 telephone numbers. It also handles other calls, such as direct lines from other emergency services.

The measurement of data commences from the point where a call is routed to Police Scotland by British Telecom (BT), Vodafone Cloud (101 system) or a direct dial line. It does not include the period of time taken by BT or Vodafone to answer and route the call to Police Scotland.

### How calls are prioritised

All calls made to the Police Scotland Service Centre via 999, 101 or another dedicated line are prioritised dependent on their source.

- 999 Emergency – Calls received via 999 are treated as the highest priority and are always answered first.
  
- 101 Non-Emergency – Calls received from the public via 101 are treated as a normal priority and are answered when there is a suitable service adviser available but there are no other higher priority calls waiting.

**NOT PROTECTIVELY MARKED**  
**THIS DATA IS POLICE SCOTLAND MANAGEMENT INFORMATION,**  
**NOT OFFICIAL STATISTICS**

**Explanation of the report data**

**Non-emergency Call Handling (101)**

Calls Received	<p>This section measures the volume of calls received from the public via the 101 telephony system.</p> <p>Other calls that are received via the service centres are NOT included in this measure, those calls would include 999 calls, alarm company lines and the Police Scotland staff absence line.</p>
Calls Discontinued	<p>This section measures the volume of calls received from the public via the 101 telephony system that are disconnected without the caller speaking to a service adviser.</p>
Calls Discontinued after 120 seconds	<p>This sections measures the volume of calls received from the public via the 101 telephony system that are disconnected without the caller speaking to a service adviser, after waiting for a period of 2 minutes or more.</p> <p>Data for this measure is only held for a period of 31 days.</p>
Average time to answer (seconds)	<p>This section measures the average (mean) time to answer calls from the public, received via the 101 telephony system, within the reported period.</p>
Longest wait time (minutes:seconds)	<p>This section measures the longest time a member of the public waited to be connected to a service adviser when calling via the 101 telephony system. Times are displayed in <i>hours:minutes:seconds</i> and are relevant for the reported period only.</p>
Other Emergency Service Calls	<p>The section measures calls made to the Police Scotland Service Centres from other emergency services requesting police. These are not made via the 101 telephone number but are received by the same service advisers via a dedicated number for each emergency service.</p>
Grade of Service %	<p>The grade of service is a Police Scotland management indicator to monitor how long it takes to answer calls. This section displays as a <b>percentage</b>, the number of calls that are <b>connected to a service adviser within 40 seconds</b> from the total volume of calls received from the public via the 101 telephone system.</p>

**Emergency Call Handling (999)**

Calls Received	<p>This section measures the volume of calls received from the public via the 999 telephony system.</p> <p>Other calls that are received via the service centre are NOT included in this measure. Those calls would include 101 calls, alarm company lines and the Police Scotland staff absence line.</p>
Calls Discontinued	<p>This section measures the volume of calls received from the public via the 999 telephony system that are disconnected without the caller speaking to a service adviser.</p> <p>It is important to note that any 999 call that is disconnected is reviewed by the call handling supervisor and the BT Operator. A number of factors are considered, including previous calls from the same number and potential vulnerability identified from each call, and then action is taken which may involve re-contacting the caller by telephone or dispatching officers to attend and ensure the caller is safe and well.</p> <p>Often a 999 call is disconnected due to the caller realising someone else has reported the matter to the police or the police attending as the caller is making the call.</p>
Calls Discontinued after 120 seconds	<p>This section measures the volume of calls received from the public via the 999 telephony system that are disconnected without the caller speaking to a service adviser, after waiting for a period of 2 minutes or more.</p> <p>There are very few calls disconnected after 120 seconds as they are routinely answered within 10 seconds. A 999 call not being answered within this timescale occurs due to a spike in calls, normally resultant of a number of people calling about the one incident, eg a road crash.</p> <p>Data for this measure is only held for a period of 31 days due to limitations on the system store process.</p>
Average time to answer (seconds)	<p>This section measures the average (mean) time to answer calls from the public, received via the 999 telephony system, within the reported period.</p>
Longest wait time (minutes:seconds)	<p>This section measures the longest time a member of the public waited to be connected to a service adviser when calling via the 999 telephony system. Times are displayed in minutes:seconds and are relevant for the reported period only.</p>
Grade of Service %	<p>The grade of service is a Police Scotland management indicator to monitor how long it takes to answer calls. This section displays as a <b>percentage</b>, the number of calls that are <b>connected to a service adviser within 10 seconds</b> from the total volume of calls received from the public via the 999 telephone system.</p>

**Table 1.1**  
**Non Emergency Call Handling (101) : Police Scotland.**  
**FORCE by Division**

Contact Centre	September 2016						
	Calls Received	Calls Discontinued	Calls Discontinued after 120 seconds	Average time to Answer (seconds)	Longest Wait Time (hours:mins:secs)	Other Emergency Service Calls (non 101)	Grade of Service %
<b>FORCE</b>	<b>187 988</b>	-	-	-	-	-	-
<b>North</b>							
Dundee	6 298	-	-	-	-	-	100.0%
Aberdeen	27 262	-	-	-	-	-	83.0%
Inverness	12 614	-	-	-	-	-	91.0%
<b>East</b>							
Bilston Glen	54 072	1 119	9	12	00:04:31	5159	92.5%
<b>West</b>							
Greater Glasgow	87 742	1 266	21	8	00:06:44	7817	94.0%

The figures in this report are reflective of a recent change in call routing which now facilitates routing of calls, at times of high call demand, from Dundee being placed to available service advisors within the West Service Centre.

This change in call handling was introduced to support operational events within D Division and will continue to be reviewed on an ongoing basis. This change in call routing has resulted in a corresponding reduction in the volume of calls reported within Dundee Service Centre and a subsequent increase as evidenced within the West Service Centre.

**Table 1.2**  
**Emergency Call Handling (999) : Police Scotland.**  
**FORCE by Division**

Contact Centres	September 2016					
	Calls Received	Calls Discontinued	Calls Discontinued after 120 seconds	Average time to Answer (seconds)	Longest Wait Time (mins:secs)	Grade of Service %
<b>FORCE</b>	<b>42 156</b>	-	-	-	-	-
<b>North</b>						
Dundee	3 202	-	-	-	-	95.0%
Aberdeen	3 500	-	-	-	-	92.9%
Inverness	1 384	-	-	-	-	95.0%
<b>East</b>						
Bilston Glen	14 174	80	-	5	00:02:16	94.0%
<b>West</b>						
Greater Glasgow	19 896	115	-	3	00:02:17	97.1%