

Improving our public contact

Stakeholder Briefing: September 2023



Engaging with you
Your voice matters



Warwickshire
POLICE

Our vision and values



Force priorities

PREVENT

ENGAGE

INVESTIGATE

*Providing consistent,
high quality, locally
delivered policing
services*

Supported by effective and efficient first-class professional services

At Warwickshire Police, we are committed to protecting people from harm and to providing excellent policing services.



Our priorities

How we will protect people from harm

PREVENT

Prevent harm
to keep people
safe

ENGAGE

Engage with
communities
to build
confidence

INVESTIGATE

Investigate
crime to bring
offenders to
justice

Providing consistent, high quality, locally delivered policing services

Supported by effective and efficient first-class professional services

We are focused on preventing harm, investigating crime and engaging with communities to build confidence in our people and services.



PREVENT

ENGAGE

INVESTIGATE

Public contact demand

As with many emergency services across the country, we are receiving unprecedented levels of calls for service. In summer 2023, we have seen levels of demand we previously only experienced on the likes of New Year's Eve.

There are a number of factors behind this - some of which the force can control, and some not.

The impact on public experience

We will always prioritise 999 calls. But the increased demand means an increased wait time for 101 calls, which in turns causes many people to abandon their calls, to call again, or to call 999 instead when they don't really need to.

This all has a knock-on impact on our ability to respond to the people who most urgently need police attendance.

We are therefore making changes to improve our ability to meet demand and provide the services our communities need.

People can contact us in a variety of ways besides 999

Help us

Follow us on social media and via our website to help with appeals for information

Protect yourself

Go to our force website for the latest crime prevention advice and information

Engage with us

Find out what we're doing to tackle crime in your area and contact your local policing team via our community messaging service at warwickshireconnected.com

Report incidents

Go to our force website to report non-emergency incidents and crime

Call 999

If a crime is in progress, there is an immediate danger to life or concern for safety, call 999



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What are we changing?

We are introducing new triage services for 101 calls. We've tested this successfully over the summer and seen significant reductions in 101 resolution times. It has also freed up 999 call handlers - meaning we're answering 999 calls much more quickly than before.

Before triage, we were answering around 75% of 999 calls within 10 seconds, whereas it is now routinely around 90%.

In the triage system, operators make a swift initial assessment of the caller's needs and direct the call to the most appropriate route for the services they need.

Some callers will stay on the line to speak to a call handler - this might apply to reports of missing people, child safeguarding concerns or domestic abuse - but the triage system means that other callers can be signposted or transferred to other departments or organisations without having to go via a call handler. Where appropriate, triage operators may also advise callers to report their concern online.

The new model makes sure that 101 callers speak to an initial triaging operator much more quickly than they have done in the past, and will continue to get the support they need. But it also reduces the likelihood of people having to wait indefinitely, abandon calls or try multiple times to get through to the OCC.



We will also be helping people to use our online services as a quicker and easier way of accessing some kinds of support.

If it's not 999 – **go online**

1



Visit our
website

www.warwickshire.police.uk

2

- Fill out the quick and easy **online form**
- Click **submit**

3



- Receive **reference details**
- We will be in touch with the **next steps**

Help us to help our communities

There are lots of other ways that our communities can access police services and information while helping us to keep our phone lines free for those most in need - here are some of the most popular resources.

Operation Snap

Report and submit digital footage showing potential moving traffic offences online at www.warwickshire.police.uk/operationsnap

Get in touch with local officers

Want to know what is going on where you live? Go to our website www.warwickshire.police.uk and enter your postcode.

This will take you to information about your area and details on how to get in touch with local officers.

Warwickshire Connected

Sign up to receive local police alerts - warwickshireconnected.com

What next?

Our new triage process is the first of a number of changes we are making to improve the ways that people in Warwickshire can access the services they need quickly and easily.

We are also exploring digital solutions to reduce wait times and enable people to report issues and access services. We will continue to rigorously test new ways of working before launching them in our communities.

We will keep you informed on developments so that you can raise questions and help us raise awareness via your channels and networks of the increasing range of ways to access police services.

If you have any questions, please contact Chief Superintendent Mike Smith at michael.smith@warwickshire.police.uk

Report non-emergency crime
Get advice & guidance



www.warwickshire.police.uk



Non-emergency
number
101

In an emergency
always call
999