

Thames Valley Police Call Handling Overview

Thames Valley Police | Hampshire & Isle of Wight Constabulary



OUR VISION

*“A modern, innovative and professional Contact Management department, that is **accessible and able to effectively respond** to those who need policing services.”*

POLICE
STAFF



A STRATEGY TO IMPROVE PUBLIC SERVICE




IMPROVE
ACCESSIBILITY



FOCUSED ON
PUBLIC SERVICE

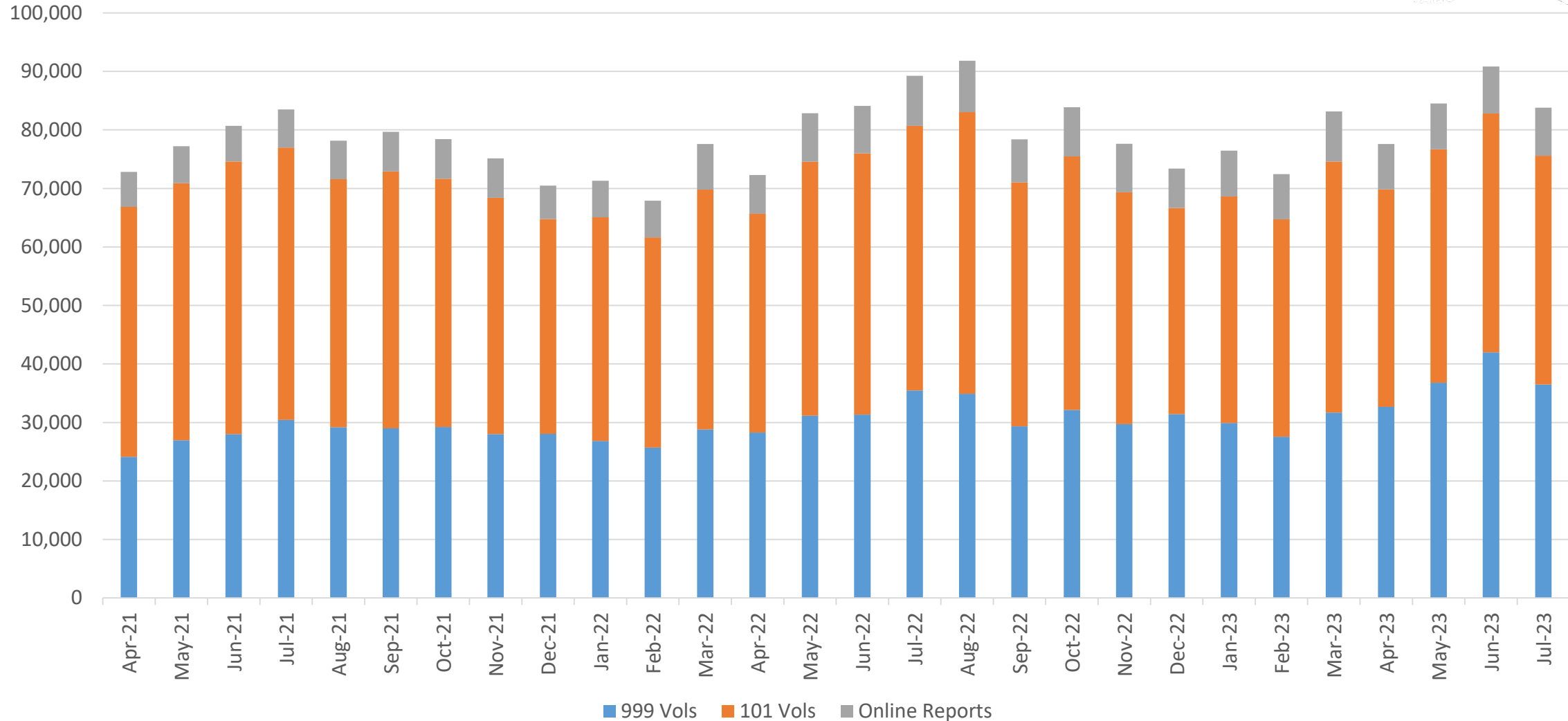
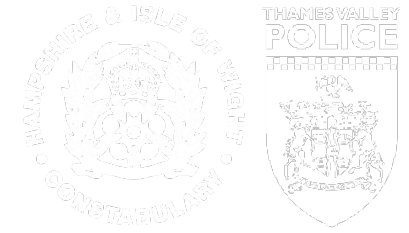


DRIVE
EFFICIENCY



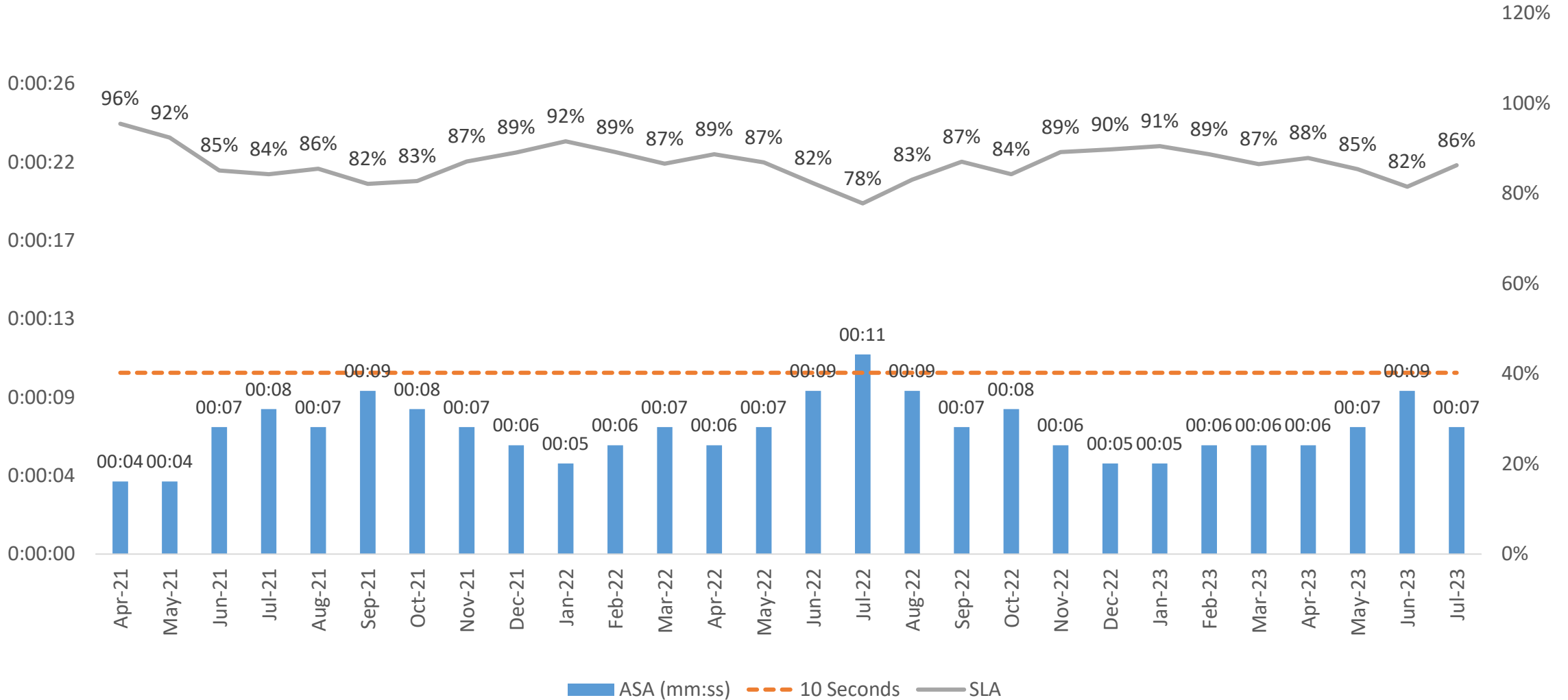
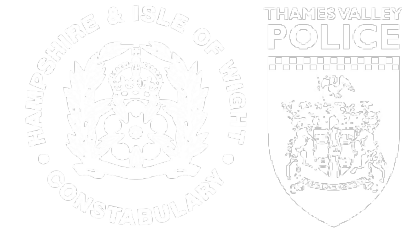
LOOK AFTER
OUR PEOPLE

Contact Management - Demand



999 Performance

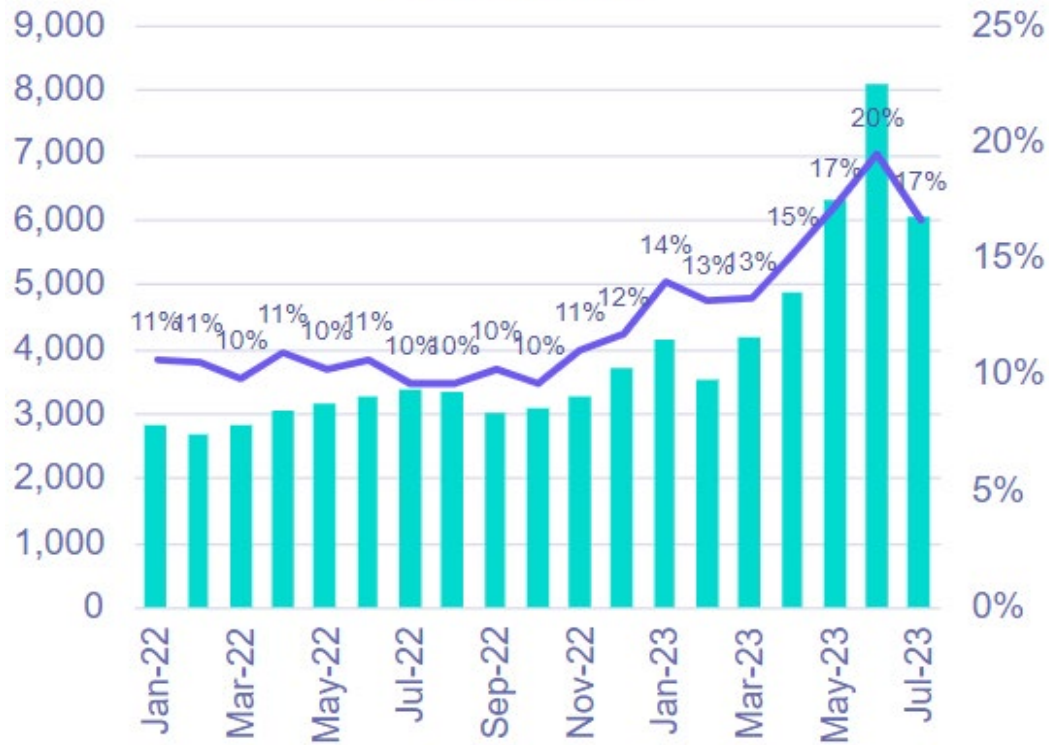
Average Speed to Answer



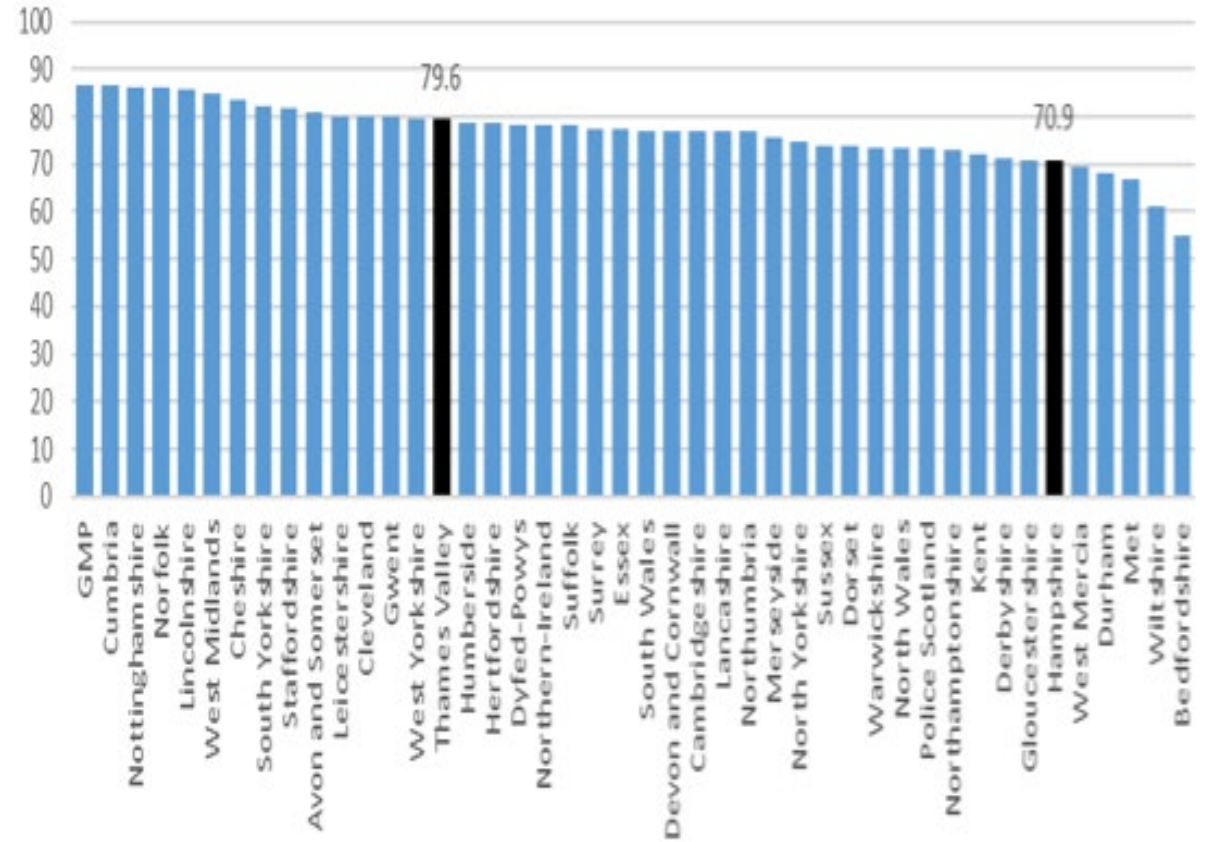
999 Performance (Cont.)



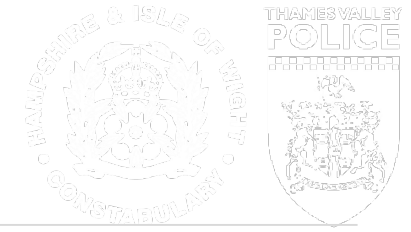
TVP: % of 999 Calls Classified as 'Calls In Error'



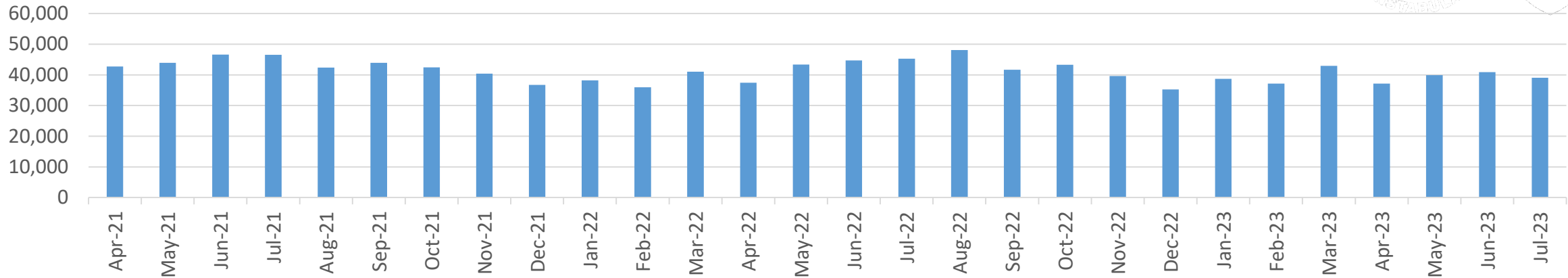
% Calls Answered in under 10 Seconds 2023 - 2024



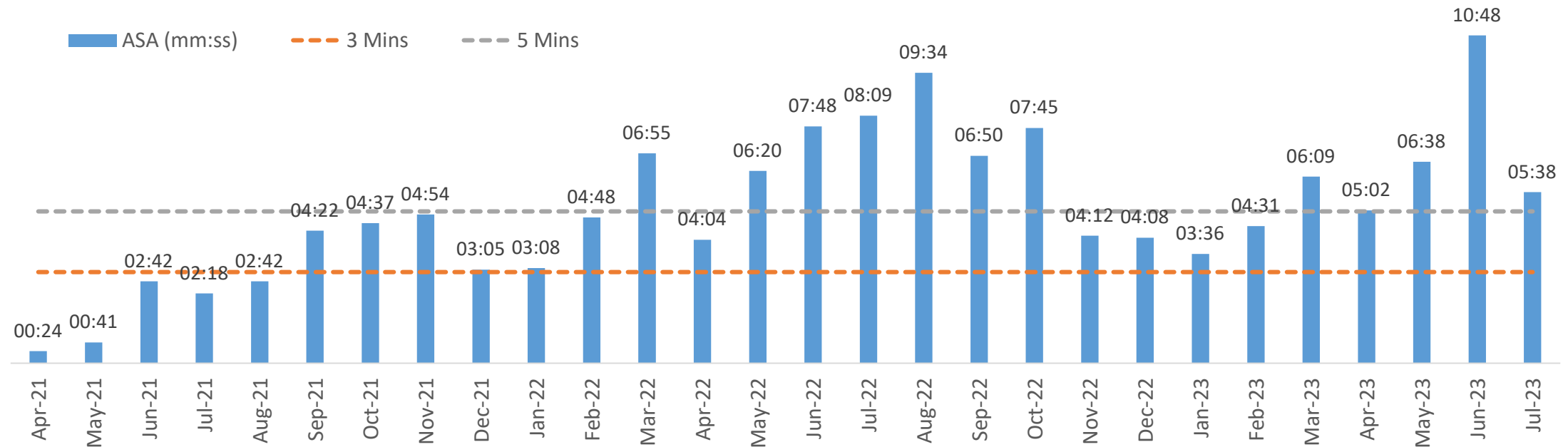
101 Performance



101: Volumes



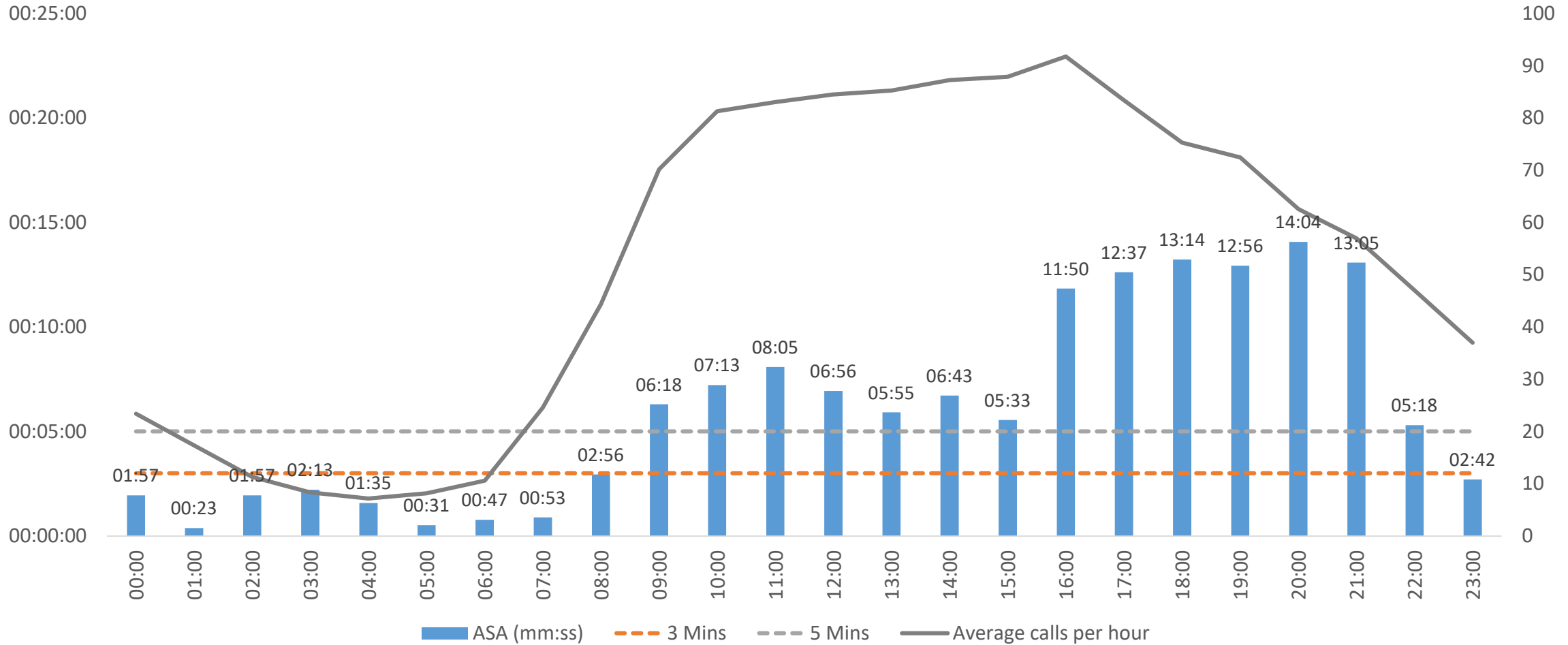
101: Average Speed to Answer



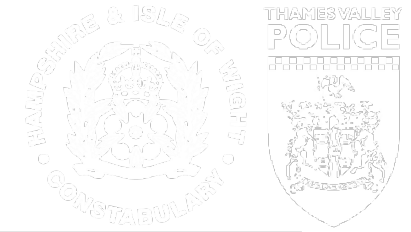
101 Performance (Cont.)



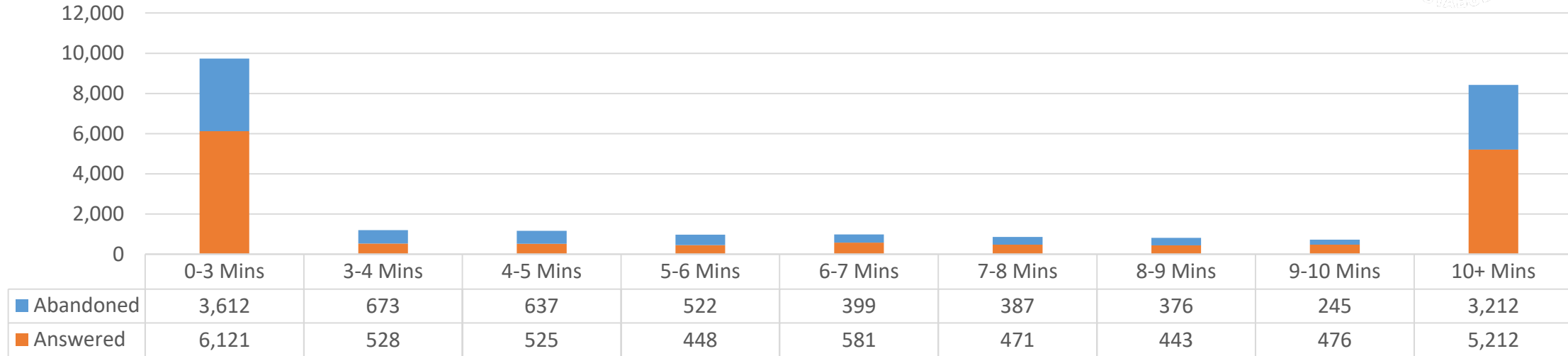
101: Average Speed to Answer by hour



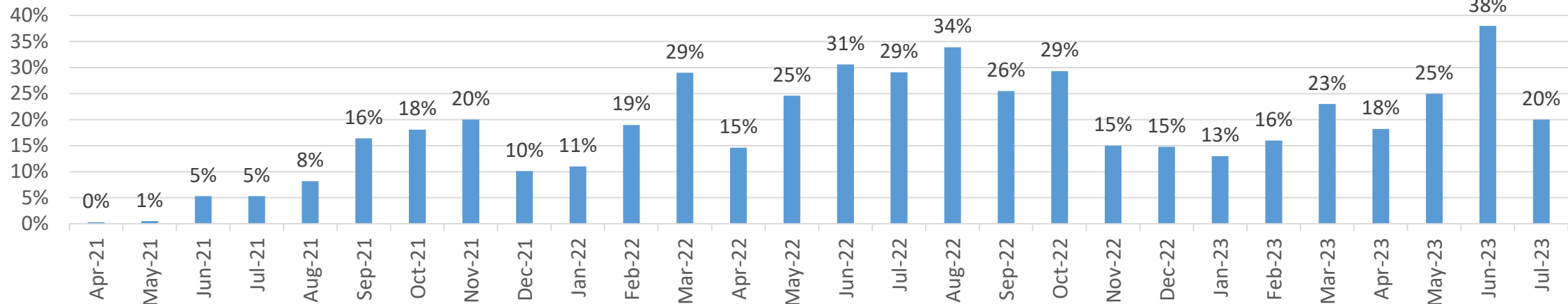
101 Performance (Cont.)



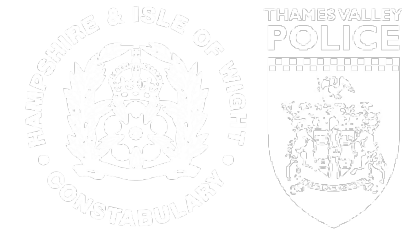
101: Call Delay July 2023



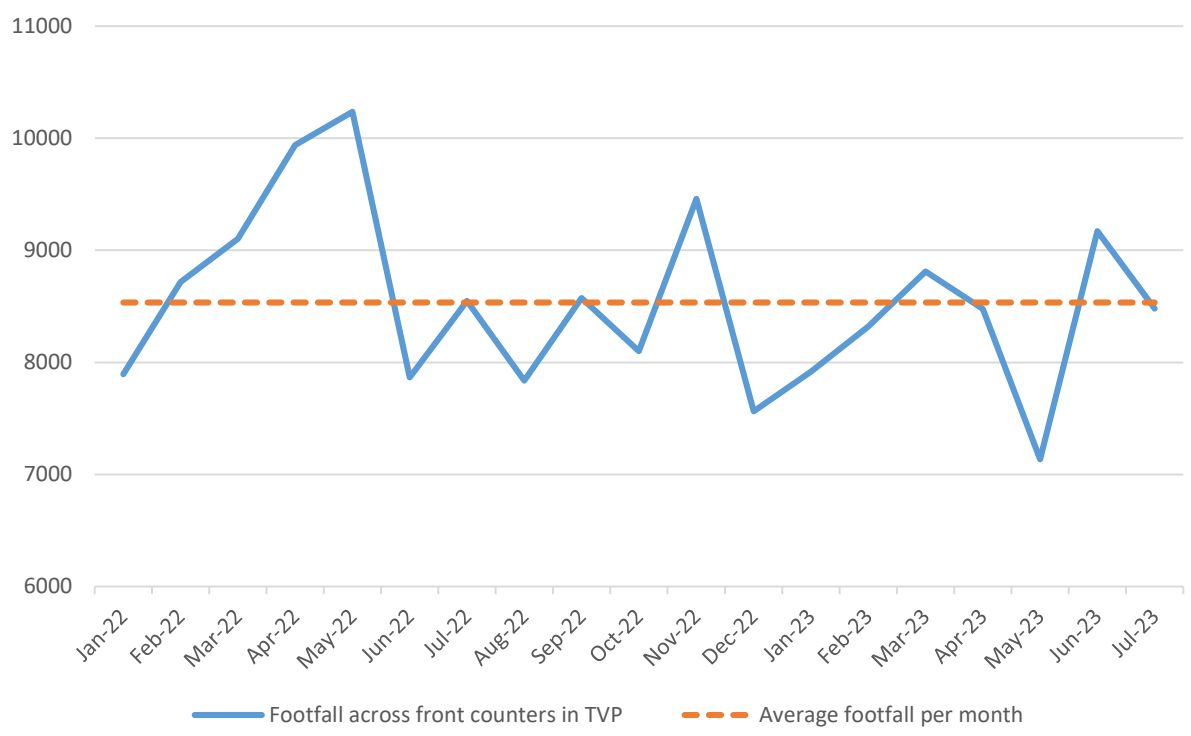
101: % of Calls Answered over 10 Mins



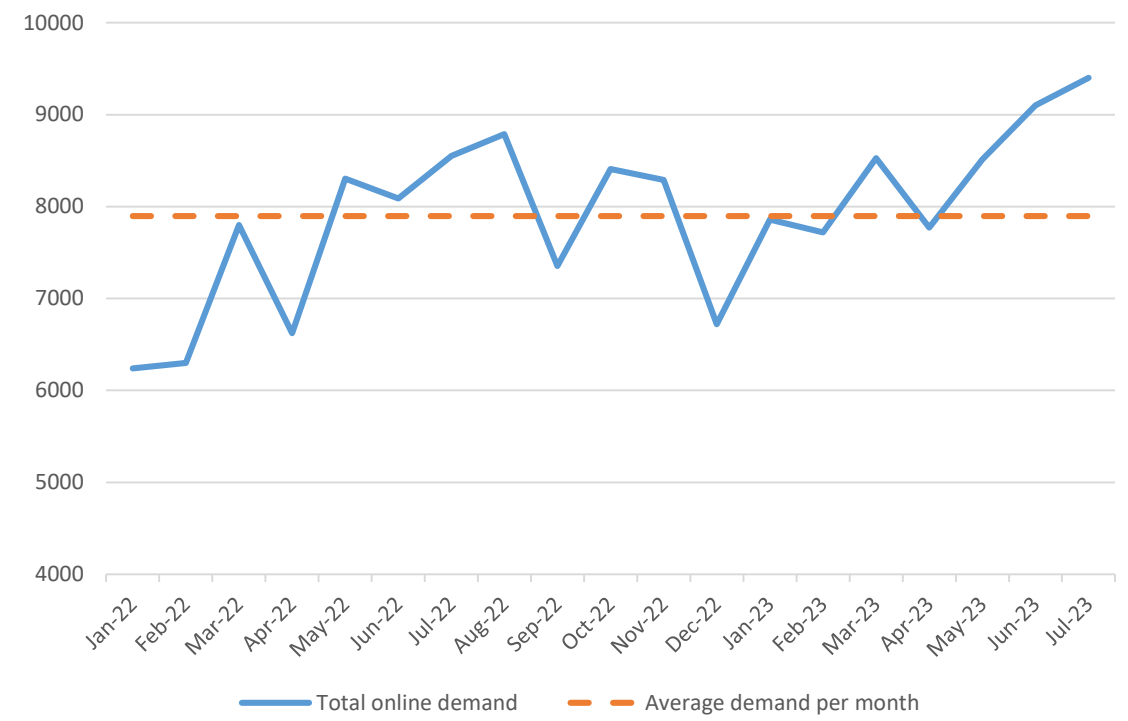
Front Counters & Online



Footfall across Front Counters in TVP



Online demand into CM - TVP



Improvement Strategy

- People
- Systems Stability
- Demand Management

