

Improving force control room services

Published on 24 July 2024

We're sharing the latest knowledge and best practice to deliver excellent contact with the public

News 2 mins read

We've published [improving force control room services](#). This online resource supports forces to deliver the vision set out in the [National Police Chiefs' Council \(NPCC\) National Contact Management Strategic Plan \(2023-2028\)](#). It brings together a range of resources and practice examples from across the country, that forces can use to make improvements in key areas:

- public?focused contact management ?
- recruiting, looking after and leading control room teams?
- demand management in force control rooms?
- using technology to improve contact management?

Forces are encouraged to use the resources to review their approach and make the transformative changes necessary to improve the service.

The complexity of public contact is increasing

Force control rooms are handling more contact from the public than ever before and the complexity of that contact is increasing. Over 12.5 million 999 calls and over 19.5 million 101 calls were received between April 1, 2023, and March 31, 2024 (Source: DPC Analytics and Insights Reporting). Add to this online contact as well as social media conversations and the challenges are clear.

For most people force control rooms are the first point of contact with the police when they have a problem. Forces are handling more contact from the public than ever before and we know the complexity of the issues dealt with is increasing.

The public expect a range of ways to contact the police and rightly demand outstanding levels of customer service. When services fall short it has a direct impact on public trust and confidence.

It is important to aim for early resolution of issues at the first point of contact and identify those at risk of greatest harm, whatever channel they use to contact us. This way we can ensure an appropriate response and deploy frontline resources where necessary.

The College is supporting forces to improve contact management in a variety of ways and this resource provides examples of innovative practice as well as signposting to relevant college guidance, standards and advice.

Chief Constable Sir Andy Marsh

This work on improving force control rooms services has been carried out in collaboration with force contact centre leads, [NPCC](#), [Independent Office for Police Conduct \(IOPC\)](#), [His Majesty's Inspectorate of Constabulary and Fire & Rescue Services \(HMICFRS\)](#) and [Digital Public Contact \(DPC\)](#).

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Tags

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