

Force control room (FCR) persistent caller officer

A specialist role responsible for identifying repeat callers and co-ordinating associated actions to reduce unnecessary or inappropriate demand.

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Key details

Stage of practice	Untested
Purpose	Prevention
Topic	Contact management
Organisation	Northamptonshire Police
HMICFRS report	PEEL 2025–27 Police effectiveness, efficiency and legitimacy: An inspection of Northamptonshire Police
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Region	East Midlands
Partners	Police Health services Local authority
Stage of implementation	The practice is implemented.

Key details

Start date	August 2022
Scale of initiative	Local
Target group	Adults Children and young people

Aim

The aim of the force control room (FCR) persistent caller role is to be the specific point of contact to investigate, manage the number of calls and other forms of persistent contact, such as online chat or continual emails, made by individuals.

Intended outcome

The intended outcome is to reduce demand created by individuals who persistently contact the FCR.

Description

Northamptonshire Police introduced the FCR persistent caller officer role to identify repeat callers and coordinate associated actions to reduce unnecessary or inappropriate demand. Persistent callers are identified through routine analysis of call demand and information provided by control room personnel.

The officer works closely with anti-social behaviour (ASB) units within Northamptonshire councils and across the force. This partnership involves an initial meeting to discuss the individual and agree on a supportive intervention. The intervention consists of a joint visit by the ASB case manager and the FCR persistent caller officer. During the visit, the individual's behaviour and alternative sources of support are discussed to discourage unnecessary contact with the force.

If, following the visit, the individual continues to make persistent calls, they may be issued with a community protection warning (CPW), community protection notice (CPN), or criminal behaviour

order (CBO).

The FCR persistent caller officer also provides guidance to call handlers on persistent callers and how to manage them. This ensures call handlers have the most up-to-date information on individuals, including dates of birth, telephone numbers and addresses. The guidance also includes details of any flags or markers added to the force's intelligence system.

Information contained within these flags and markers may include positive action plans, care orders, and the contact details of social workers and mental health practitioners. Once the flags and markers have been created, the FCR persistent caller officer distributes the information to control room teams. The FCR persistent caller officer and the ASB case manager have also developed templates within the force forms directory relating to persistent ASB callers.

The FCR persistent caller officer regularly attends meetings with health and social care partners, as well as colleagues from East Midlands Ambulance Service and Northamptonshire Fire and Rescue Service. These meetings include:

- adult risk management (ARM) meetings, initiated by adult social care and follow an agreed timetable governing when meetings are held
- multi-disciplinary team and professional meetings, these less structured and may take place anywhere between every two weeks and every three months, depending on the circumstances of the case and any ongoing work

The FCR persistent caller officer is responsible for actioning matters discussed during these meetings and sharing relevant information with call handlers.

Overall impact

The FCR persistent caller officer role has contributed to a reduction in demand from persistent callers. Call handlers have welcomed the role and the guidance provided on managing persistent callers.

Individuals are also receiving additional support from social care services as a result of concerns identified through the work of the FCR persistent caller officer. The work undertaken by this role, in partnership with other agencies and force areas, has resulted in the issuance of CPWs, CPNs, CBOs and, in some cases, custodial sentences.

Learning

- It is essential that the FCR persistent caller officer establishes effective partnership working across the force and local authorities. Developing these relationships can take time, therefore it is recommended that the role maintains regular contact with partner agencies to support a sustained reduction in demand from persistent callers.
- It is recommended that buy-in from call handlers is secured at the earliest opportunity. Their support is vital in gathering the evidence required to implement appropriate interventions and take the necessary action regarding persistent callers.

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